Simrat Dhadli

From: Suzanne Silva
Sent: Thursday, July 25, 2019 12:34 PM
To: Angela Kang
Subject: User Emails

Importance: High

Hi Angela,

Please confirm that the user emails have gone out to everyone. Also, can we please get a copy of the recording?

Thanks.

Suzanne Silva| Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937
Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)
*** Please note that I am out of the office every other Friday*

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Monday, July 15, 2019 2:21 PM
To: Suzanne Silva
Subject: Re: PR Intro + Materials - Santa Clara PD (CA)

Thanks so much Suzanne. Please let me know if you have any questions.

On Mon, Jul 15, 2019 at 1:23 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

> And yes, the message has been approved by our City.
>
> **Suzanne Silva| Crime Analyst**
>
> Santa Clara Police Department
> Investigations Division
> 601 El Camino Real | Santa Clara, CA 95050
> 408.615.4841 | Fax: 408.243.6937
>
> *Schedule: M-Th (7:30-5:00); F (7:30-4:00)*
>
> *** Please note that I am out of the office every*
>
> *other Friday*

From: Suzanne Silva
Sent: Monday, July 15, 2019 1:22 PM
To: Angela Kang <angela@ring.com>
Subject: RE: PR Intro + Materials - Santa Clara PD (CA)

Thank you for this information, Angela. I will share the templates accordingly.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Monday, July 15, 2019 12:20 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Cc: Media <media@ring.com>; Morgan Culbertson <morgan@ring.com>
Subject: PR Intro + Materials - Santa Clara PD (CA)

Hi Suzanne,

My apologies for the delayed email.

Thank you for expressing interest in doing a press release to announce Santa Clara PD's partnership with Ring. All press release materials will need to be approved by our Ring PR team prior to publishing so please submit all your drafts to Media@ring.com. I have copied that email here as well as our PR colleague, Morgan, to help you coordinate the PR efforts.

First announcement item to note is the In-App message that Ring will send out as a courtesy message to users in Santa Clara so that they are aware that SCPD will join the conversation. Please confirm the attached example is approved. (It will be updated to state your agency name)

Beyond the In-App message, I have attached additional press release materials you could use.

- **Press Release Template:** Template with standard messaging for you to update and send as a draft to Media@ring.com so our PR team can review and approve before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.

- **Sample Social Media Posts:** Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with the press release.

- **Talking Points & Reactive Q&A:** Basic talking points and answers to commonly asked questions for agency representatives to use when speaking about the Neighbors app and our partnership with the press/public.

- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.

The Neighbors App download link and simple text info below should be included in the initial announcement so that residents can download the app:

Download Link: *http://download.ring.com/santaclara*
Simple Text Info: Or, simply text 'scca' to 555888 from your smartphone. *(not case sensitive)*

Let us know if you have any questions.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

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Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Monday, July 15, 2019 12:20 PM
To: Suzanne Silva
Cc: Media; Morgan Culbertson
Subject: PR Intro + Materials - Santa Clara PD (CA)
Attachments: Modesto PD Welcome Message (1).jpg; Neighbors_App_Image.jpg; Neighbors Logo.png; Neighbors_Logo.jpg; Key Talking Points_Neighbors & LE Partnership Announcement_5.6.19.docx; Social Media Announcement_APPROVED TEMPLATES_5.6.19.docx; Reactive Q&A_INTERNAL copy.docx

Hi Suzanne,

My apologies for the delayed email.

Thank you for expressing interest in doing a press release to announce Santa Clara PD's partnership with Ring. All press release materials will need to be approved by our Ring PR team prior to publishing so please submit all your drafts to Media@ring.com. I have copied that email here as well as our PR colleague, Morgan, to help you coordinate the PR efforts.

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Simple Text Info: Or, simply text 'scca' to 555888 from your smartphone. *(not case sensitive)*

Let us know if you have any questions.

Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
425-274-5987

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Santa Monica, CA 90404
www.ring.com

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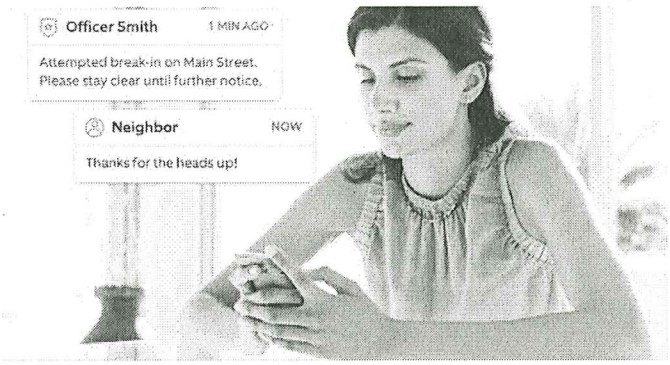


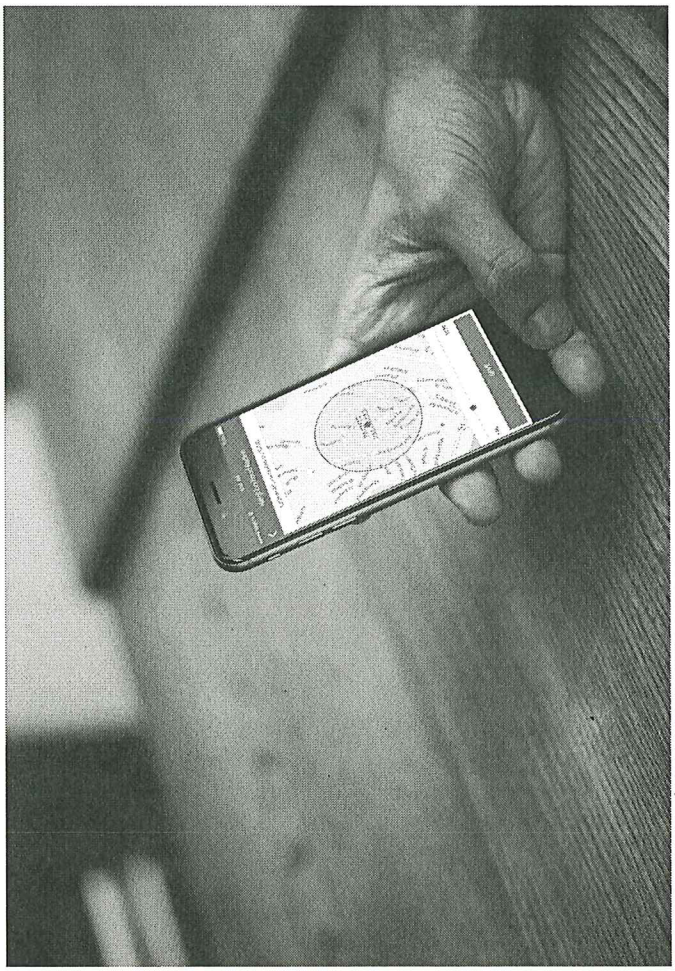
Modesto Police Department has joined Neighbors

Your Ring Neighborhood just got a whole lot stronger.

We're excited to announce that the Modesto Police Department has joined Neighbors! This will allow MPD to post crime and safety incidents directly to your Neighbors feed to keep you informed of critical events. It will also allow MPD to see Neighbors posts so they can monitor suspicious activity and respond. The more you post critical events, the more MPD can help. By working together, we can all make Modesto a safer community.

259 Share

Comments



Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Thursday, July 11, 2019 11:51 AM
To: Johnathan Pate
Subject: You've been invited to join Ring Neighbors Portal

Categories: Red Category

ring

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Santa Clara Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Santa Clara Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.

Email intended for jpate@santaclaraca.gov.

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ring

Simrat Dhadli

From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Monday, July 22, 2019 5:33 PM
To: John Terry
Subject: Video Request Maintenance Completed

Categories: Red Category

We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team

Copyright © 2019 Ring, LLC, All rights reserved.

Our mailing address is:
1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Thursday, July 25, 2019 5:02 PM
To: Jeremy Schmidt
Subject: You've been invited to join Ring Neighbors Portal

Categories: Red Category

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Santa Clara Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Santa Clara Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.

Email intended for jschmidt@santaclaraca.gov.

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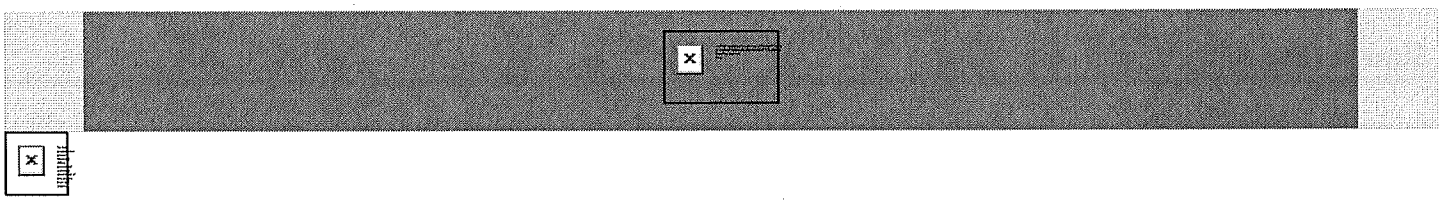

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 24, 2019 11:50 AM
To: Suzanne Silva
Subject: Re: Ring Webinar today

Categories: Red Category

Yes, absolutely. We need to provide you with all the tools if we want you to succeed!

On Wed, Jul 24, 2019 at 11:48 AM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Thank you, Angela – I appreciate that! It's just easier for the guys to have something to reference, in case their Sergeants are brief with the training.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

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other Friday

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 24, 2019 11:10 AM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: Ring Webinar today

Hi Suzanne,

I'm sorry, but the video recording did not happen for some reason! I will do a run through of the training on my own and re-record it to send you. Will try to send that out to you today or tomorrow.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
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On Wed, Jul 24, 2019 at 9:45 AM Angela Kang <angela@ring.com> wrote:

Absolutely, we can do that. I can record it as long as I have permission to do so from your agency and receive agreement that it will be used for internal purposes.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

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Santa Monica, CA 90404
www.ring.com

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On Wed, Jul 24, 2019 at 9:32 AM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

One of our Sergeants cannot make the webinar today and asked if there is a way to record it. Are you able to do this on your end?

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

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other Friday

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 24, 2019 8:14 AM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Ring Webinar today

Hi Suzanne,

I realized that I made a typo in my invitation for today's 10am webinar. It will not be an "in person" training, but will be in webinar format. My apologies for any confusion it may have caused. I will speak to you and the SC team in less than two hours. Please feel free to call me on my cell if there are any technical issues or you need me for anything.

Thank you,

Angela

--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

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--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Monday, July 15, 2019 2:21 PM
To: Suzanne Silva
Subject: Re: PR Intro + Materials - Santa Clara PD (CA)

Categories: Red Category

Thanks so much Suzanne. Please let me know if you have any questions.

On Mon, Jul 15, 2019 at 1:23 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

> And yes, the message has been approved by our City.
>
> **Suzanne Silva| Crime Analyst**
>
> Santa Clara Police Department
> Investigations Division
> 601 El Camino Real | Santa Clara, CA 95050
> 408.615.4841 | Fax: 408.243.6937
>
> *Schedule: M-Th (7:30-5:00); F (7:30-4:00)*
>
> *** Please note that I am out of the office every*
>
> *other Friday*

From: Suzanne Silva
Sent: Monday, July 15, 2019 1:22 PM
To: Angela Kang <angela@ring.com>
Subject: RE: PR Intro + Materials - Santa Clara PD (CA)

Thank you for this information, Angela. I will share the templates accordingly.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050

408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

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other Friday

From: Angela Kang <angela@ring.com>
Sent: Monday, July 15, 2019 12:20 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Cc: Media <media@ring.com>; Morgan Culbertson <morgan@ring.com>
Subject: PR Intro + Materials - Santa Clara PD (CA)

Hi Suzanne,

My apologies for the delayed email.

Thank you for expressing interest in doing a press release to announce Santa Clara PD's partnership with Ring. All press release materials will need to be approved by our Ring PR team prior to publishing so please submit all your drafts to Media@ring.com. I have copied that email here as well as our PR colleague, Morgan, to help you coordinate the PR efforts.

First announcement item to note is the In-App message that Ring will send out as a courtesy message to users in Santa Clara so that they are aware that SCPD will join the conversation. Please confirm the attached example is approved. (It will be updated to state your agency name)

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Simple Text Info: Or, simply text 'scca' to 555888 from your smartphone. *(not case sensitive)*

Let us know if you have any questions.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Thursday, July 11, 2019 10:59 AM
To: Suzanne Silva
Subject: Re: Stakeholder Users / Info Needed

Categories: Red Category

Thank you for adding their titles. Do you want all of them to be able to request videos as well?

Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

On Thu, Jul 11, 2019 at 10:29 AM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

I'm sorry about that. Information is below.

Please do not add these individuals as Admins, but grant them the ability to post messages.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Wednesday, July 10, 2019 4:46 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: Stakeholder Users / Info Needed

Hi Suzanne,

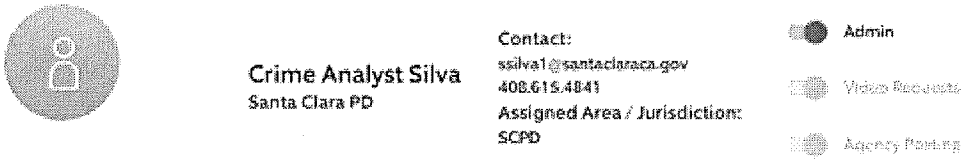
Not a problem at all, I totally understand :) Very relieved to hear that it was a false alarm.

List of stakeholders:

- Can you please go back and add the title/ranks next to the stakeholders? It is a required field for me.
- Would you like all of them to be marked as admins? Admins have the ability to add new users and toggle on/off the existing users' posting/video request privileges.

What you need from me:

- I will send you a separate PR email with some templates for the Ring announcement and FAQ sheet.
- Below shows the toggle on/off options for each user:



-

- 60 min training webinar: The agenda will be very similar to what I covered during today's stakeholder webinar. The only difference (and reason for the longer time) is that I talk through more examples of an investigative post, community outreach post from other agencies. Agencies typically find that part useful as it related directly to their functions. I am open to your suggestions on what you believe I should focus on during the 60 min webinar with the Sgt's and Training Officers.
- Are there times that would work best for the training webinar?

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

On Wed, Jul 10, 2019 at 11:56 AM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

Thank you again for hosting the webinar this morning, and I deeply apologize again for the interruption. Unfortunately, it's part of the environment around here.

I just received word from the City that the welcome announcement you sent as an example has been approved! We will be reaching out to our community on social media later this week with an announcement as well.

Here is a list of the stakeholders, as requested:

- Suzanne Silva: ssilva1@santaclaraca.gov (Crime Analyst)
- Caroline Chen: cchen@santaclaraca.gov (Forensic Coordinator)
- Jamie Ellis: jellis@santaclaraca.gov (Police Officer)
- Johnathan Pate: jpate@santaclaraca.gov (Financial Crimes Detective)
- Donna Cowan: dcowan@santaclaraca.gov (Dispatcher)
- Cuong Phan (not in attendance): cphan@santaclaraca.gov (Community Services Sergeant)
- John Terry (not in attendance): jterry@santaclaraca.gov (Juvenile Crimes Detective)

What We Need From You:

- A copy of the Ring announcement, introducing Santa Clara PD
- A FAQ sheet that addresses many of the questions that citizens have (ex: privacy)
- A list of user options that can be toggled on/off for each user (i.e. level of access: view only, messaging, uploading, etc)
- What will be covered in the 60 min training webinar – I anticipate having all of my Sergeants and Training Officers available for this meeting

I will also work on getting the full list of users to you by the end of this week.

Thank you!

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

Simrat Dhadli

From: Morgan, Dale <dmorgan@dao.sccgov.org>
Sent: Wednesday, July 10, 2019 5:12 PM
To: Johnathan Pate
Subject: RE: Contact Info

Categories: Red Category

Thanks John.

From: Johnathan Pate <JPate@santaclaraca.gov>
Sent: Wednesday, July 10, 2019 5:08 PM
To: Morgan, Dale <dmorgan@dao.sccgov.org>
Subject: [EXTERNAL] Contact Info

Dale,

The contact for the special event officer hiring is Joe Oliver. JOliver@santaclaraca.gov

The contact for the Ring Doorbell access is Angela Kang. angela@ring.com

John Pate
Santa Clara Police Department
Financial Crimes Investigations
601 El Camino Real
Santa Clara, CA. 95050
Desk: 408-615-4819
Cell: 408-640-7347

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Monday, July 8, 2019 7:03 PM
To: Suzanne Silva
Subject: Re: Pre-Onboarding Call Recap

Categories: Red Category

Hi suzanne,

My apologies for the delayed response. Sure, I am free the Wednesday 10am for the webinar. Will that work for you and your team?

Thanks,
Angela

On Mon, Jul 8, 2019 at 7:00 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

> Hi Angela,
>
> Can we please plan for a Wednesday meeting, as I had someone else plan a meeting for that Thursday at 10am before I heard back from you?
>
> I'll respond to the rest when I'm back in the office tomorrow!
>
> Sent from my iPhone
>
> On Jul 8, 2019, at 5:26 PM, Angela Kang <angela@ring.com> wrote:
>
> > Hi Suzanne,
> >
> > Please see my responses inline. Let me know if you have any questions.
> >
> > Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
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On Tue, Jul 2, 2019 at 3:02 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

Thank you for this email outlining the next steps for onboarding Ring Neighborhood with our agency.

1. **45 Min Stakeholders Webinar:** We have scheduled the webinar for **July 10th at 10am**. There will be four employees from our agency in attendance, who will eventually become responsible for training others.

   I have forwarded the Welcome Message to the City for review. We should have a response by Monday of next week, so we can release the message shortly after our onboarding session on July 10th. However, please make sure that the message states "Santa Clara Police Department (SCPD)" and not "SJPD" as stated in your email 😊

AK 7/8: Ah yes, that was a typo. We are also in the midst of onboarding SJPD :) I will be sure that we publish the correct SCPD.

2. **60 min Training Webinar:** July 24th at 10am or July 25th at 10am would be the best dates for this webinar

AK 7/8: July 25th @ 10am works for me. I will send out a calendar invite to hold. Feel free to forward the invite onto the attendees as it will include an agenda/intro.

Portal Setup

   a. **Law Enforcement User List:** can you please clarify what level of access would be provided? We are hesitant to grant access to all of our officers because we do not want every single employee to have access to messaging features. What are other agencies doing? Please advise

AK 7/8: Some of the agencies turn off posting ability for some of their users and only allow video requests. As an admin you can easily toggle off/on for all users. Having said that, we recommend opening up the tool to as many users in order to realize the full benefits of the Portal (the more engagement from a breadth of law enforcement users, the stronger the community relationship and higher chance of getting help for investigations for the entire agency. Some of our agencies' concerns about giving everyone posting privileges were assuaged by having their users stick to the templatized

comments that we provide. Attached are PIO approved comments that users can simply copy/paste. Also, they publish internal policies around the proper use of the Portal. I will include an example of an internal policy from another agency if it will be helpful.

a.

b. **Beats Map:** Our administration is still deciding on this feature, contingent on the response for a. Our investigative beats are organized differently, based on the type of crime

AK 7/8:No problem, we just ask that you provide us some time (~2 wks if possible) to manually create them. Ideally we like to have these created before the training date so that after the attendees are done with training, they can go back to their desks, log into their Portal and assign themselves to the beat. Assigning themselves to their beat will mean they will receive email alerts whenever there is a crime post in that area. If beats are not something you feel the need for (some smaller agencies don't), then we can default to the entire jurisdiction for all the users.

c. **Browser Compatibility:** I will make sure to inform all users that Chrome or Firefox are the only options for browsers
AK 7/8: Great, thank you!
Thank you.

<image001.jpg> **Suzanne Silva| Crime Analyst**

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Friday, June 28, 2019 9:30 AM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Pre-Onboarding Call Recap

Hello Suzanne,

Very nice speaking with you yesterday! Below is a recap of the next steps for the onboarding process and the few action items I need.

1. 45 min Stakeholders Webinar: This is me "training the trainers" to walk them through the Portal. Purpose is to get their buy in's and input on how best to roll out the tool within their teams. We suggest that 1-2 reps from each group below attend this webinar as they will be the go-to person if anyone within their units have questions. Can you please suggest a few dates/times for next week so I can send out an invitation?

a) Community Outreach: Community Service Officer/Community resource officer, those who attend HOA neighborhood watch meetings

b) PIO/Social Media Committee

c) Investigations/detectives

d) Crime analysts

e) Road Patrol Officers

*On the day of this stakeholder webinar, we would like to push out the attached in app announcement which simply welcomes SCPD to the platform. This gives the users a heads up that their app got a lot stronger and SCPD will join in the conversations and possibly reach out to them for help in investigations. Please approve this is okay to post. (the name of the agency would reflect SJPD)

2. 60 min Training Webinar: After the stakeholders webinar, I will hold a webinar ~2 weeks later to train the rest of the teams at SCPD. Can you please suggest a few dates/times 2-3 weeks after the stakeholder webinar takes place?

3. Portal Setup

a) Law Enforcement User List: Can you please fill out the attached spreadsheet for everyone that should have access to Portal and send to me before the Training Webinar? This way, the attendees can go back to their desks and start using it right away if they like.

b) Beats Map: If you decide that assigning each user to a beat/assigned area would be appropriate, please send over a beats map (Shapefile, ESRI file) so that we can create them for your Portal prior to the Training. When a user assigns themselves to a beat, they will only see posts within their beat and receive email notifications whenever a "Neighbor" posts a crime in their beat. If you would like, we can just assign each user to no jurisdiction by default so when each user logs in, they can assign themselves to their assigned beat. If their assigned beat changes, they can simply go in and deselect the old and reselect the new.

c) Browser Compatibility: Reminder to use Chrome or Firefox. Internet Explorer is not compatible.

Please reach out if you have any questions.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

<Portal Comments.xlsx>

<LE Internal Policy_Neighbors App and Portal.pdf>

--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

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Santa Monica, CA 90404
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Download the Neighbors App.
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Simrat Dhadli

Subject: Updated invitation with note: Ring Portal Training Webinar / Santa Clara PD @ Wed Jul 24, 2019 10am - 11am (PDT) (ssilva1@santaclaraca.gov)

Start: Wed 7/24/2019 10:00 AM
End: Wed 7/24/2019 11:00 AM

Recurrence: (none)

Meeting Status: Accepted

Organizer: a.kang@ring.com

Categories: Red Category

This event has been changed with this note:
"Updated to Wednesday at 10am. Please let me know if this time works for the team."

more details »

Ring Portal Training Webinar / Santa Clara PD

We're excited to move forward with our partnership and onboard your agency onto the Portal. During this session, you will be trained on how to use Portal, a tool created by Ring to make neighborhoods safer. Portal utilizes the critical crime and safety events that are posted in the Neighbors App by Ring to help you solve cases faster and more efficiently while building stronger relations with the community. Portal also allows you to post information relating to critical safety and crime related incidents in the app to keep civilians informed.

During this 1 hour in person training, I will walk you through the portal and share best practices.

1) Neighbors Newsfeed - Create Posts/Comment as law enforcement/Community Engagement
2) Video Requesting - Requesting video from Ring users via email
3) Manage Videos - The Filing Cabinet for Portal - How to manage the Ring videos that are voluntarily shared through the Video Request email

Webinar link:
https://ring.zoom.us/j/574462467

If your computer audio does not work, please call in from your phone:
+16699006833,,574462467# US
Meeting ID: 574 462 467

If there are any technical issues, please feel free to call me on my cell 425-274-5987.

When **Changed:** Wed Jul 24, 2019 10am – 11am Pacific Time - Los Angeles

Calendar ssilva1@santaclaraca.gov

Who
- a.kang@ring.com - organizer
- ssilva1@santaclaraca.gov

Going (ssilva1@santaclaraca.gov)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this email at the account ssilva1@santaclaraca.gov because you are subscribed for updated invitations on calendar ssilva1@santaclaraca.gov.

To stop receiving these emails, please log in to https://www.google.com/calendar/ and change your notification settings for this calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. Learn More.

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Monday, July 8, 2019 5:25 PM
To: Suzanne Silva
Subject: Re: Pre-Onboarding Call Recap
Attachments: Portal Comments.xlsx; LE Internal Policy_Neighbors App and Portal.pdf

Categories: Red Category

Hi Suzanne,

Please see my responses inline. Let me know if you have any questions.

Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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On Tue, Jul 2, 2019 at 3:02 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

> Hi Angela,
>
> Thank you for this email outlining the next steps for onboarding Ring Neighborhood with our agency.
>
> 1. **45 Min Stakeholders Webinar:** We have scheduled the webinar for **July 10th at 10am**. There will be four employees from our agency in attendance, who will eventually become responsible for training others.

I have forwarded the Welcome Message to the City for review. We should have a response by Monday of next week, so we can release the message shortly after our onboarding session on July 10th. However, please make sure that the message states "Santa Clara Police Department (SCPD)" and not "SJPD" as stated in your email ☺

AK 7/8: Ah yes, that was a typo. We are also in the midst of onboarding SJPD :) I will be sure that we publish the correct SCPD.

2. **60 min Training Webinar:** July 24th at 10am or July 25th at 10am would be the best dates for this webinar

AK 7/8: July 25th @ 10am works for me. I will send out a calendar invite to hold. Feel free to forward the invite onto the attendees as it will include an agenda/intro.

Portal Setup

a. **Law Enforcement User List:** can you please clarify what level of access would be provided? We are hesitant to grant access to all of our officers because we do not want every single employee to have access to messaging features. What are other agencies doing? Please advise

AK 7/8: Some of the agencies turn off posting ability for some of their users and only allow video requests. As an admin you can easily toggle off/on for all users. Having said that, we recommend opening up the tool to as many users in order to realize the full benefits of the Portal (the more engagement from a breadth of law enforcement users, the stronger the community relationship and higher chance of getting help for investigations for the entire agency. Some of our agencies' concerns about giving everyone posting privileges were assuaged by having their users stick to the templatized comments that we provide. Attached are PIO approved comments that users can simply copy/paste. Also, they publish internal policies around the proper use of the Portal. I will include an example of an internal policy from another agency if it will be helpful.

a.

b. **Beats Map:** Our administration is still deciding on this feature, contingent on the response for a. Our investigative beats are organized differently, based on the type of crime

AK 7/8:No problem, we just ask that you provide us some time (~2 wks if possible) to manually create them. Ideally we like to have these created before the training date so that after the attendees are done with training, they can go back to their desks, log into their Portal and assign themselves to the beat. Assigning themselves to their beat will mean they will receive email alerts whenever there is a crime post in that area. If beats are not something you feel the need for (some smaller agencies don't), then we can default to the entire jurisdiction for all the users.

c. **Browser Compatibility:** I will make sure to inform all users that Chrome or Firefox are the only options for browsers
AK 7/8: Great, thank you!
Thank you.

Suzanne Silva | Crime Analyst

Santa Clara Police Department
Investigations Division

601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every other Friday*

From: Angela Kang <angela@ring.com>
Sent: Friday, June 28, 2019 9:30 AM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
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Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Simrat Dhadli

Subject: Fwd: Invitation: Santa Clara PD / Ring Portal Stakeholders Webinar @ Thu Jul 11, 2019 10am - 11am (PDT) (ssilva1@santaclaraca.gov)

Start: Thu 7/11/2019 10:00 AM
End: Thu 7/11/2019 11:00 AM
Show Time As: Tentative

Recurrence: (none)

Organizer: a.kang@ring.com

Categories: Red Category

Sorry, you're absolutely right. I have corrected it to July 10th. Thanks for catching!

Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
425-274-5987

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Santa Monica, CA 90404
www.ring.com

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---------- Forwarded message ---------
From: **a.kang@ring.com** <a.kang@ring.com>
Date: Sun, Jun 30, 2019 at 1:49 PM
Subject: Fwd: Invitation: Santa Clara PD / Ring Portal Stakeholders Webinar @ Thu Jul 11, 2019 10am - 11am (PDT) (ssilva1@santaclaraca.gov)
To: angela@ring.com <angela@ring.com>

Hi Angela,

This was supposed to be the 10th at 10. Can we please change it to the appropriate date?

Sent from my iPhone

Begin forwarded message:

From: "a.kang@ring.com" <a.kang@ring.com>
To: "Suzanne Silva" <SSilva1@SantaClaraCA.gov>
Subject: Invitation: Santa Clara PD / Ring Portal Stakeholders Webinar @ Thu Jul 11, 2019 10am - 11am (PDT) (ssilva1@santaclaraca.gov)

You have been invited to the following event.
more details
»<https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.google.com%2Fcalendar%2Fevent%3Faction%3DVIEW%26eid%3DMHJ2anVwM3JydXU0ZGRqbjZuaGhiMHRqbGQgc3NpbHZhMUBzYW50YWNsYXJhY2EuZ292%26tok%3DMTUjYS5rYW5nQHJpbmcuY29tNWIyOTMxZjZmYmUyZjFhNjgxZDA5MGJlZTJkNmM1OTdiMzA2MGYwYg%26ctz%3DAmerica%252FLos_Angeles%26hl%3Den%26es%3D1&data=02%7C01%7Cssilva1%40santaclaraca.gov%7C07c668d02d6e40c2e52e08d6fd8c7e15%7C28ea354810694e81aa0b6e4b3271a5cb%7C0%7C0%7C636975177200741114&sdata=mN1%2BCIE975JSeYF%2FIDXqtsZ5jqMAzbaCQUYOdYVnaaQ%3D&reserved=0>
Santa Clara PD / Ring Portal Stakeholders Webinar
Purpose: To walk the stakeholders through the Ring Portal and it's functionalities so they can get a better idea of how best to roll out the tool within the greater agency.

45 min Agenda:

1) Neighbors Newsfeed - Create Posts/Comment as law enforcement
2) Video Requesting - Requesting video from Ring users via email
3) Manage Videos - The Filing Cabinet for Portal - How to manage the Ring videos that are voluntarily shared through the Video Request email

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+16699006833,,574462467# US
Meeting ID: 574 462 467

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When
Thu Jul 11, 2019 10am – 11am Pacific Time - Los Angeles
Calendar
ssilva1@santaclaraca.gov
Who
•
a.kang@ring.com - organizer
•

ssilva1@santaclaraca.gov

Going (ssilva1@santaclaraca.gov)? Yes<https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.google.com%2Fcalendar%2Fevent%3Faction%3DRESPOND%26eid%3DMHJ2anVwM3JydXU0ZGRqbjZuaGhiMHRqbGQgc3NpbHZhMUBzYW50YWNsYXJhY2EuZ292%26rst%3D1%26tok%3DMTUjYS5rYW5nQHJpbmcuY29tNWIyOTMxZjZmYmUyZjFhNjgxZDA5MGJlZTJkNmM1OTdiMzA2MGYwYg%26ctz%3DAmerica%252FLos_Angeles%26hl%3Den%26es%3D1&data=02%7C01%7Cssilva1%40santaclaraca.gov%7C07c668d02d6e40c2e52e08d6fd8c7e15%7C28ea354810694e81aa0b6e4b3271a5cb%7C0%7C0%7C636975177200751110&sdata=iI7MPhjCMhKW%2BZVVUPvTsZBkihuY2F7ufNNDoVaCVmw%3D&reserved=0> - Maybe<https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.google.com%2Fcalendar%2Fevent%3Faction%3DRESPOND%26eid%3DMHJ2anVwM3JydXU0ZGRqbjZuaGhiMHRqbGQgc3NpbHZhMUBzYW50YWNsYXJhY2EuZ292%26rst%3D3%26tok%3DMTUjYS5rYW5nQHJpbmcuY29tNWIyOTMxZjZmYmUyZjFhNjgxZDA5MGJlZTJkNmM1OTdiMzA2MGYwYg%26ctz%3DAmerica%252FLos_Angeles%26hl%3Den%26es%3D1&data=02%7C01%7Cssilva1%40santaclaraca.gov%7C07c668d02d6e40c2e52e08d6fd8c7e15%7C28ea354810694e81aa0b6e4b3271a5cb%7C0%7C0%7C636975177200761103&sdata=VWemUCM%2Belo%2Fd08qhr8dcLJyCShCsPTFEV9KsewUAXY%3D&reserved=0> - No<https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.google.com%2Fcalendar%2Fevent%3Faction%3DRESPOND%26eid%3DMHJ2anVwM3JydXU0ZGRqbjZuaGhiMHRqbGQgc3NpbHZhMUBzYW50YWNsYXJhY2EuZ292%26rst%3D2%26tok%3DMTUjYS5rYW5nQHJpbmcuY29tNWIyOTMxZjZmYmUyZjFhNjgxZDA5MGJlZTJkNmM1OTdiMzA2MGYwYg%26ctz%3DAmerica%252FLos_Angeles%26hl%3Den%26es%3D1&data=02%7C01%7Cssilva1%40santaclaraca.gov%7C07c668d02d6e40c2e52e08d6fd8c7e15%7C28ea354810694e81aa0b6e4b3271a5cb%7C0%7C0%7C636975177200761103&sdata=R6hKPj6fP%2Bovs0adtkZr5OZ1fu66HLS%2BSo2rlbHPci8%3D&reserved=0> more options »<https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.google.com%2Fcalendar%2Fevent%3Faction%3DVIEW%26eid%3DMHJ2anVwM3JydXU0ZGRqbjZuaGhiMHRqbGQgc3NpbHZhMUBzYW50YWNsYXJhY2EuZ292%26tok%3DMTUjYS5rYW5nQHJpbmcuY29tNWIyOTMxZjZmYmUyZjFhNjgxZDA5MGJlZTJkNmM1OTdiMzA2MGYwYg%26ctz%3DAmerica%252FLos_Angeles%26hl%3Den%26es%3D1&data=02%7C01%7Cssilva1%40santaclaraca.gov%7C07c668d02d6e40c2e52e08d6fd8c7e15%7C28ea354810694e81aa0b6e4b3271a5cb%7C0%7C0%7C636975177200771097&sdata=TFacLeORZ6gkVS1%2FbLs9ailpcc%2Boo1BHd0OAKw7IDcw%3D&reserved=0>

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Simrat Dhadli

Subject: Updated invitation: Santa Clara PD / Ring Portal Stakeholders Webinar @ Wed Jul 10, 2019 10am - 11am (PDT) (ssilva1@santaclaraca.gov)

Start: Wed 7/10/2019 10:00 AM
End: Wed 7/10/2019 11:00 AM

Recurrence: (none)

Meeting Status: Accepted

Organizer: a.kang@ring.com

Categories: Red Category

This event has been changed.

more details »

Santa Clara PD / Ring Portal Stakeholders Webinar

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45 min Agenda:

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+16699006833,,574462467# US
Meeting ID: 574 462 467

If there are any technical issues, please feel free to call me on my cell 425-274-5987.

When **Changed:** Wed Jul 10, 2019 10am – 11am Pacific Time - Los Angeles

Calendar ssilva1@santaclaraca.gov

Who
- a.kang@ring.com - organizer
- ssilva1@santaclaraca.gov

Going (ssilva1@santaclaraca.gov)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this email at the account ssilva1@santaclaraca.gov because you are subscribed for updated invitations on calendar ssilva1@santaclaraca.gov.

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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Friday, June 28, 2019 10:16 PM
To: Suzanne Silva
Subject: Re: Pre-Onboarding Call Recap

Categories: Red Category

Of course, not a problem Suzanne. Have a great weekend!

On Fri, Jun 28, 2019 at 6:11 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:
Thank you! I still need to have it approved through the City, and have been out today. I can run it by them on Monday and let you know.

Sent from my iPhone

On Jun 28, 2019, at 5:09 PM, Angela Kang <angela@ring.com> wrote:

Also, was the in app announcement okay for us to publish out?

On Fri, Jun 28, 2019 at 4:32 PM Angela Kang <angela@ring.com> wrote:
That works for me! I'll send through an invite.

On Fri, Jun 28, 2019 at 4:24 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:
Are you free the 10th at 10am for the initial training? It would be for four staff members.

Suzanne

Sent from my iPhone

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Download the Neighbors App.
Join the new neighborhood watch.

<Modesto PD Welcome Message.jpg>

<Law Enforcement User List.xlsx>

--

Thank you,

Angela Kang
Partner Success Manager
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www.ring.com

Download the Neighbors App.
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--

Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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--

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angela@ring.com
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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Tuesday, June 25, 2019 4:56 PM
To: Suzanne Silva
Subject: Re: Santa Clara Police Department Ring access

Categories: Red Category

Wonderful, speak to you then.

On Tue, Jun 25, 2019 at 4:45 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

That would be great – thank you! Yes, the best number is 408-615-4841.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Tuesday, June 25, 2019 4:11 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: Santa Clara Police Department Ring access

Hi Suzanne,

Not a problem. I will give you a call Thursday at 1:30pm PST if that works for you. Is the best number to reach you the office desk number on your footer signature?

Thank you,

Angela

On Tue, Jun 25, 2019 at 2:30 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

HI Angela,

I apologize for the delay – I just returned from vacation and have been tied up on an investigation today. Thursday afternoon (after noon) would be easiest for me, if you have time available.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M-Th (7:30-5:00); F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Monday, June 24, 2019 4:52 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Fwd: Santa Clara Police Department Ring access

Hi Suzanne,

Please let me know if you're free for a phone chat tomr at 11am.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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---------- Forwarded message ---------
From: **Angela Kang** <angela@ring.com>
Date: Mon, Jun 24, 2019 at 4:44 PM
Subject: Re: Santa Clara Police Department Ring access
To: Kurt Clarke <KClarke@santaclaraca.gov>
Cc: John Terry <JTerry@santaclaraca.gov>, Suzanne Silva <SSilva1@santaclaraca.gov>

Thank you for the context, Captain Kurt! I will connect with Suzanne separately.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

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Santa Monica, CA 90404
www.ring.com

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On Mon, Jun 24, 2019 at 4:42 PM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

Angela – Suzanne Silva will be your POC and will be the department's administrator for the Ring account. The detectives in our Investigations Division will be all end users including Detective John Terry. And Thanks John for reaching out to Ring on this endeavor.

Thanks,

Kurt

Kurt Clarke | Investigations Division Captain | Police Department

City of Santa Clara, California | All-America City

601 El Camino Real | Santa Clara, CA 95050

(O) 408.615-4810 | (F) 408.615-7864

kclarke@santaclaraca.gov | www.scpd.gov

From: Angela Kang <angela@ring.com>
Sent: Monday, June 24, 2019 3:48 PM
Cc: John Terry <JTerry@SantaClaraCA.gov>; Kurt Clarke <KClarke@santaclaraca.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: Santa Clara Police Department Ring access

Moving Ray to bcc.

Hello Detective Terry,

Very nice to e-meet you!

Do you and Suzanne have some time tomr afternoon to chat for 20mins to go over the next steps of getting Santa Clara PD onboarded to the Ring Portal?

Thank you,

Angela

On Thu, Jun 20, 2019 at 2:17 PM Raymond Pollum <raymond.pollum@ring.com> wrote:

Thank you Detective Terry, Allow me to introduce Angela Kang, one of our senior Partner Success Managers for law enforcement agencies here at Ring. Angela works with many of the larger or more strategic agencies here in California and I know you'll be in great hands going forward.

Angela will want to schedule some time to review the training / onboarding process, so I'll let you guys work that out. If you want to reach her directly, her contact info follows:

Angela Kang, Sr. Partner Success Manager
Phone: 425-274-5987
Email: On Copy

Thank you for your support and I really look forward to hearing great things from Santa Clara as we work together to reduce crime in the community.

Regards, Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979

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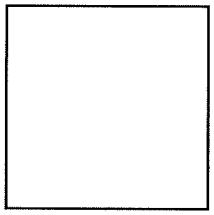
Santa Monica, CA 90404
www.ring.com



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On Thu, Jun 20, 2019 at 10:51 AM John Terry <JTerry@santaclaraca.gov> wrote:

Good morning Ray,

Hope all is well. I met you when you came in for the presentation. Captain Clark wanted me and our Crime Analyst (Suzanne Silva CC'd in this email) to be the points of contact to get Ring available to our department. He had not heard from an account manager, but I am eager to use Ring on some of my cases. Let me know how I can help get us started.

John

Detective John Terry | Investigations Division

Santa Clara Police Department
City of Santa Clara, California | All-America City
601 El Camino Real. | Santa Clara, CA 95050
(D) 408.615.4812

jterry@santaclaraca.gov | www.santaclaraca.gov

From: Kurt Clarke
Sent: Thursday, June 20, 2019 10:42 AM
To: John Terry <JTerry@SantaClaraCA.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: FW: FW: Message from "RNP002673D4EC04"

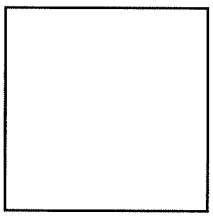
FYI...

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Monday, June 10, 2019 6:04 PM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Re: FW: Message from "RNP002673D4EC04"

Good Evening Captain, I'll get this processed and back to you. At that time, I'll make an intro to the account manager who will set up a time for training / onboarding. Excited to have you on board and look forward to working with you. Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979



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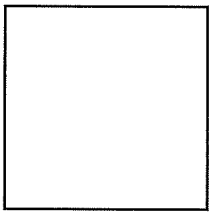

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On Mon, Jun 10, 2019 at 8:21 AM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

> Good Morning Ray,
>
> Attached is the signed MOU for your records. What are the next steps?
>
> Thanks,
> Kurt
>
> -----Original Message-----
> From: pd-detective1-mfd@santaclaraca.gov <pd-detective1-mfd@santaclaraca.gov>
> Sent: Monday, June 10, 2019 8:08 AM
> To: Kurt Clarke <KClarke@santaclaraca.gov>
> Subject: Message from "RNP002673D4EC04"
>
> This E-mail was sent from "RNP002673D4EC04" (MP C2504ex).

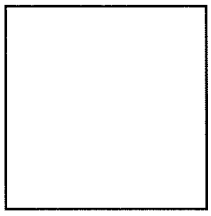
Scan Date: 06.10.2019 08:08:25 (-0700)
Queries to: pd-detective1-mfd@santaclaraca.gov

--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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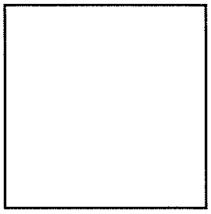

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Thank you,

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www.ring.com

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Simrat Dhadli

From: Alexa Wetmore <awetmore@ci.milpitas.ca.gov>
Sent: Tuesday, June 25, 2019 12:43 PM
To: 5204 @srpd.org;Andy.Bates@cityofvallejo.net;Angelica.Ecdao@sheriff.sccgov.org;arobinson@emeryvillepolice.us;Alexa Wetmore;bchun@ncric.ca.gov;cbarboza@ncric.ca.gov;chough@oakha.org;danny.ebarvia@hayward-ca.gov;dbermudez@ebparks.org;Debra.M.Martinez@usdoj.gov;DKerr@acgov.org;dmckibben@ncric.ca.gov;dsabbatani@oaklandnet.com;dsaputa@chp.ca.gov;dtuttle@acgov.org;dtyle001 @so.cccounty.us;echerrix@oaklandca.gov;Freeman,Nicole(NFreeman@oaklandnet.com);gehring@walnutcreekpd.com;gina.gendotti@sfgov.org;gjohnson@ncric.org;isingh@sunnyvale.ca.gov;iwidjojo@ci.benicia.ca.us;jcanaday@fremont.gov;jcmunar@fbi.gov;jeffrey.vance@sf.frb.org;jengle@ci.pinole.ca.us;jmesterhazy@oakha.org;Joshua.Medel@cityofconcord.org;jsich@so.cccounty.us;katherine.huerta@sanjoseca.gov;kathryn.cruz@ic.fbi.gov;kbotello@ci.benicia.ca.us;kdam@bart.gov;kwagner@ncric.ca.gov;Laura.Jammal@dublin.ca.gov;lcalegari@cityoflivermore.net;lee.kwait@sfgov.org;Lesley.Hayes@hayward-ca.gov;Lisa.Reinke@hayward-ca.gov;lmoreno@sjgov.org;lthompson@ci.pittsburg.ca.us;Maida.muslic@sanjoseca.gov;mclayward@oaklandnet.com;michael.carroll@newark.org;Michael.Raney@sanjoseca.gov;michele.hamilton-arnick@ic.fbi.gov;mkeady@brentwoodca.gov;msanford@ncric.ca.gov;mvoss@so.cccounty.us;mwong@cityofpleasantonca.gov;ocrum@oaklandnet.com;pleinfelder@sjgov.org;rdelucchi@ci.berkeley.ca.us;rdharmani@ci.alameda.ca.us;renee.lashua@ic.fbi.gov;rjohnson@fremont.gov;robert.douglas@newark.org;rvjjohn@comcast.net;rzheng@richmondpd.net;salbonico@ebparks.org;Sam.Bailey@acgov.org;sfpd_crimeanalysisunit@sfgov.org;sgubin@oaklandca.gov;shannon.cox@ic.fbi.gov;Shannon Lawson;Stephanie.k.soileau@sfgov.org;tanika.zuniga@tracypd.com;tgoodwin@oaklandnet.com;tuyet.nguyen@sanjoseca.gov;vjohnson@ci.antioch.ca.us;vwang@richmondpd.net;ycruz@ncric.ca.gov;abueno-moran@smcgov.org;aedens@smcgov.org;BASWENSON@fbi.gov;catrinel.radu@cityofpaloalto.org;cconnor@ncric.ca.gov;chonfi@ncric.ca.gov;dacia.tavares@cityofpaloalto.org;david.boles@ci.gilroy.ca.us;dioseleene.madriaga@sanjoseca.gov;donna.kattengell@sanjoseca.gov;dscalzo@cityofsanmateo.org;emily.jungwirth@ic.fbi.gov;hsarge@ncric.ca.gov;Jacquelyn.Damon@shf.sccgov.org;janet.phan@sanjoseca.gov;jnewell@smcgov.org;John.P.Groboske@usdoj.gov;jorge.soto@sanjoseca.gov;joshua.pastor@santacruzcounty.us;jschiantarelli@dalycity.org;Kristin DuHain;Kelly.Knauer@mountainview.gov;kimberlie.reckas@sanjoseca.gov;kmason@ncric.ca.gov;Leilani Ada;Margarita Balagso;melanie.mcguire@shf.sccgov.org;Mitchell.B.Reisner@usdoj.gov;monique.lazalde@usss.dhs.gov;morgan.popolizio@sanjoseca.gov;phealy@sunnyvale.ca.gov;rebecca.logan@sheriff.sccgov.org;Rowena Reyes;Suzanne Silva;stephanie.tenorio@ssf.net;tlarosa@ncric.ca.gov;vera_d_hill@yahoo.com;zita.mendoza@sanjoseca.gov
Subject: Analyst Meeting 6/25/19

Categories: Red Category

Hello Analysts,

For those of you at the meeting today, and for those of you who weren't, we had talked about the application Ring and the capabilities it has to assist us in investigating crimes. The site, known as the Ring Neighborhoods Portal, is described as providing police with crime-related neighborhood alerts that are posted within their jurisdiction or a geo fence. I am passing along the contact of who assisted MPD with a contract. The program is completely free to LE.

Raymond Pollum
Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979
1523 26th St.
Santa Monica, CA 90404
www.ring.com

Thanks,

Alexa Wetmore
Crime Analyst
Milpitas Police Department
1275 N. Milpitas Boulevard, Milpitas CA 95035
Phone (408) 586-2491 **Fax** (408)586-2492
Email awetmore@ci.milpitas.ca.gov
www.ci.milpitas.ca.gov

From: Kurt Clarke
Sent: Monday, June 24, 2019 4:43 PM
To: Angela Kang <angela@ring.com>
Cc: John Terry <JTerry@SantaClaraCA.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: RE: Santa Clara Police Department Ring access

Angela – Suzanne Silva will be your POC and will be the department's administrator for the Ring account. The detectives in our Investigations Division will be all end users including Detective John Terry. And Thanks John for reaching out to Ring on this endeavor.

Thanks,
Kurt

Kurt Clarke | Investigations Division Captain | Police Department
City of Santa Clara, California | All-America City
601 El Camino Real | Santa Clara, CA 95050
(O) 408.615-4810 | (F) 408.615-7864
kclarke@santaclaraca.gov | www.scpd.gov

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Angela Kang, Sr. Partner Success Manager
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Thank you for your support and I really look forward to hearing great things from Santa Clara as we work together to reduce crime in the community.

Regards, Ray

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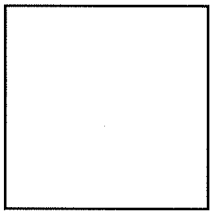
949-690-6979



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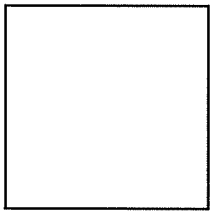

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John

Detective John Terry | Investigations Division

Santa Clara Police Department
City of Santa Clara, California | All-America City
601 El Camino Real. | Santa Clara, CA 95050
(D) 408.615.4812

jterry@santaclaraca.gov | www.santaclaraca.gov

From: Kurt Clarke
Sent: Thursday, June 20, 2019 10:42 AM
To: John Terry <JTerry@SantaClaraCA.gov>; Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: FW: FW: Message from "RNP002673D4EC04"

FYI...

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Sent: Monday, June 10, 2019 6:04 PM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Re: FW: Message from "RNP002673D4EC04"

Good Evening Captain, I'll get this processed and back to you. At that time, I'll make an intro to the account manager who will set up a time for training / onboarding. Excited to have you on board and look forward to working with you. Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979

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www.ring.com

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>
> Attached is the signed MOU for your records. What are the next steps?
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> Kurt
>
> -----Original Message-----
> From: pd-detective1-mfd@santaclaraca.gov <pd-detective1-mfd@santaclaraca.gov>

Sent: Monday, June 10, 2019 8:08 AM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Message from "RNP002673D4EC04"

This E-mail was sent from "RNP002673D4EC04" (MP C2504ex).

Scan Date: 06.10.2019 08:08:25 (-0700)
Queries to: pd-detective1-mfd@santaclaraca.gov

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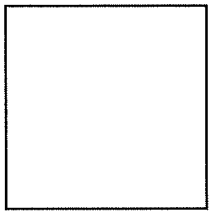
Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
425-274-5987



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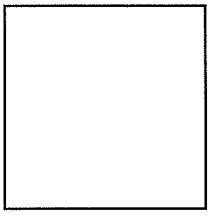

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Simrat Dhadli

From: Kurt Clarke
Sent: Thursday, June 20, 2019 10:42 AM
To: John Terry;Suzanne Silva
Subject: FW: FW: Message from "RNP002673D4EC04"

Categories: Red Category

FYI...

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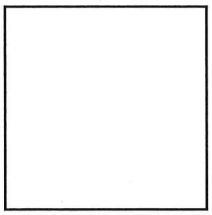

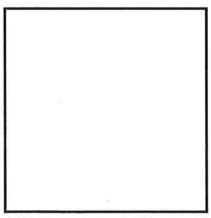

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-----Original Message-----
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Subject: Message from "RNP002673D4EC04"

This E-mail was sent from "RNP002673D4EC04" (MP C2504ex).

Scan Date: 06.10.2019 08:08:25 (-0700)
Queries to: pd-detective1-mfd@santaclaraca.gov

Simrat Dhadli

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Monday, June 3, 2019 4:35 PM
To: Kurt Clarke
Subject: Re: Ring LE Portal Information
Attachments: Ring MOU - Santa Clara PD.pdf

Categories: Red Category

Attached

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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On Mon, Jun 3, 2019 at 4:02 PM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

> Ray – can you resend me the signed attachment of the MOU.
>
> Thanks,
>
> Kurt

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Monday, June 3, 2019 2:36 PM

To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Re: Ring LE Portal Information

Captain Clarke, Attached is a signed MOU. Please sign and return. As soon as it crosses my desk, I'll make an introduction to your account manager and get you scheduled for training.

Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979

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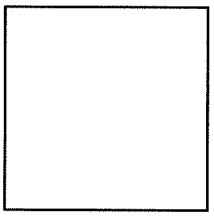
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Thu, May 30, 2019 at 10:30 AM Kurt Clarke <KClarke@santaclaraca.gov> wrote:

> Raymond – attached is the MOU. A signature line was added which is a requirement of the City. Please sign and return.

Thanks,

Kurt

Kurt Clarke | Investigations Division Captain | Police Department

City of Santa Clara, California | All-America City

601 El Camino Real | Santa Clara, CA 95050

(O) 408.615-4810 | (F) 408.615-7864

kclarke@santaclaraca.gov | www.scpd.gov

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Tuesday, May 21, 2019 6:34 PM
To: Kurt Clarke <KClarke@santaclaraca.gov>
Subject: Ring LE Portal Information

Captain Clarke, Good to speak with you this morning and happy that you're considering our Neighbors Portal. I'll provide some further information below that may be helpful for your internal discussions.

You asked about other agencies currently using Portal. There are currently over 250 Police Agencies and Sheriff's Offices across the country that have been onboarded and are actively engaged on the platform. The service was launched in the middle of last year in Florida where Miami-Dade, Orlando, Tampa, St. Pete and more than 40 other agencies currently use portal.

As we moved our efforts to Texas, Dallas Police Department, Houston PD, San Antonio PD, Austin PD, Ft. Worth PD along with Bexar County Sheriff, Travis County SO and more than 30 other agencies have joined Neighbors Portal.

In Arizona, Phoenix PD led the launch there with Gilbert PD, Mesa PD, Chandler PD, Glendale PD, Goodyear PD, Surprise PD and Paradise Valley PD all currently active.

In addition, Detroit PD, Kansas City PD, Milwaukee PD, Philadelphia PD are signed on. We've just started to contact CA agencies and have a number of those already signed on including San Diego, Orange County and Ventura County Sheriff's, along with a dozen or so police agencies (La Mesa, Chula Vista, Oceanside, Carlsbad). These are just a few from a launch that started last year. If you type "ring neighbors portal" into a search engine, you'll get a much better idea for how this idea of a digital neighborhood watch works when the community and law enforcement come together to reduce crime.

There is very little we have in the way of marketing materials to provide you. I have one flyer that we used at IACP last year (attached), but our efforts to date have been what you've experienced there. We visit with local agencies, make the best use of our time by seeing clusters of agencies while in territory, then follow up with similar conversations like we had this morning.

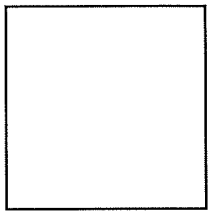
If you would like references from any of the above agencies, or if you would like to set up a second meeting to do a deep dive into portal to further learn just how the service is used to reduce crime, just ask. Hope this helps and hope to hear from you soon.

Regards, Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979

1523 26th St.
Santa Monica, CA 90404
www.ring.com



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Join the new neighborhood watch.

DocuSign Envelope ID: 015DD9EB-93BE-4749-89C9-97B4DA9B3085

Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this 3rd day of April, 2019 by and between Ring LLC ("Ring") and the City of Santa Clara Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Santa Clara ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release
The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term
Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use
Ring will not provide any customer personal information, including video footage, to Agency without the prior

DocuSign Envelope ID: 015DD9EB-93BE-4749-89C9-97B4DA9B3085

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation
At no point shall either party receive compensation from each other as a result of this program.

Confidentiality
Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

The Parties acknowledge and accept the terms and conditions of this Agreement as evidenced by the following signatures of their duly authorized representatives. The Effective Date is the date that the final signatory executes the Agreement. It is the intent of the Parties that this Agreement shall become operative on the Effective Date.

CITY OF SANTA CLARA, CALIFORNIA
a chartered California municipal corporation

APPROVED AS TO FORM:

Dated: _____

BRIAN DOYLE
City Attorney

DEANNA J. SANTANA
City Manager
1500 Warburton Avenue
Santa Clara, CA 95050
Telephone: (408) 615-2210
Fax: (408) 241-6771

"City"

RING CORPORATION

Dated: 5/31/2019

By: DocuSigned by: August Cziment 369F1A1F19C3476...

(Signature of Person executing the Agreement on behalf of Contractor)

Name: August Cziment

Title: Director of Operations

Local Address: 1523 26th st, santa monica, ca 90404

"*Ring Corporation"

Simrat Dhadli

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Tuesday, May 28, 2019 12:00 PM
To: Jake Malae
Subject: Ring LE Portal Update

Categories: Red Category

Sergeant Malae, I hope things are good. Wanted to check in to see how the conversations are going related to portal. We're getting close with a number of agencies up there but Santa Clara is obviously a high profile agency we hope to be working with soon.

Let me know if you have an update, or let me know if there is anything you need from me.

Thanks, Ray

Raymond Pollum

Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Simrat Dhadli

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Wednesday, April 3, 2019 7:27 PM
To: Jake Malae
Subject: Ring Meeting Follow-up - MOU Attached
Attachments: Ring MOU - Santa Clara PD.docx

Categories: Red Category

Sgt. Malae, Thank you again for gathering your colleagues to learn about Rings approach to reducing crime in communities.

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

The Portal is law enforcements access to our platform. Portal highlights include:

1. No Cost - Neighbors Portal is free to Law Enforcement
2. Community Engagement - LE's ability to join the conversation (about posted video or in response to posted comments).
3. Alerts - You may post Alerts which are highly relevant (proximity) to the recipient.
4. Video Request - You may request video from Ring device owners relevant to active investigations.

As you review the attached MOU, or if others will be charged with that task, please feel free to contact me at any time. My cell number is 949-690-6979. If there are changes necessary, I can assist with the business language before we submit the document to legal for final approval.

Again, thank you for meeting with me. I look forward to working with you.

Regards, Ray

Raymond Pollum
Head of Law Enforcement Partnerships
ray@ring.com
949-690-6979

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Santa Monica, CA 90404
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- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

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Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Date: _____

By: _____

Name: _____

Title: _____

Simrat Dhadli

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Tuesday, March 19, 2019 1:29 PM
To: Jake Malae
Subject: Re: CPCA

Categories: Red Category

Thanks. I'll send a calendar invite for the 3rd at 10:00am. Looking forward to it. Ray

--
Raymond Pollum
Head of Law Enforcement Partnerships

1523 26th St
Santa Monica, CA 90404

ray@ring.com
(949) 690-6979 Mobile

As seen on:
Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor
Time Magazine's Top 10 Gadgets
The Truth About Daytime Burglaries
TechCrunch Product Review
ABC's Shark Tank (password: doorbot)
Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Tue, Mar 19, 2019 at 9:33 AM Jake Malae <JMalae@santaclaraca.gov> wrote:

> Hi Ray,
>
> The 3rd or the 11th would work best. Thank you for the email. We are excited to meet with you. We will work around your schedule.
>
> Best,
>
> Jacob Malae

Sgt. Jacob Malae

Detective Sergeant

Investigations Division

Santa Clara Police Department

408.718.7783

From: Raymond Pollum <raymond.pollum@ring.com>
Sent: Monday, March 18, 2019 2:22 PM
To: Jake Malae <JMalae@santaclaraca.gov>
Subject: Re: CPCA

Providing a few dates:

April 3 and 4th

April 11th and 12th

If one of those works, tell me a time and I'll shoot you a calendar invite.

Thanks, Ray

--

Raymond Pollum

Vice President of Neighborhood Sales

1523 26th St

Santa Monica, CA 90404

ray@ring.com

(949) 690-6979 Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Thu, Mar 14, 2019 at 9:47 AM Raymond Pollum <raymond.pollum@ring.com> wrote:

Thanks Sergeant Malae, It was definitely a productive event for us and I want to get back up there soon. Right now that looks to be the first or second week of April with Wednesday-Friday being the target dates for both weeks. Let me know if one of those day would work for you and your colleagues.

The formal (informal) presentation is about 45 minutes. You'll gain insight into how portal provides LE access to the Neighbors platform for viewing and commenting on posted video, issuing alerts into the community, and requesting video helpful to an active investigation.

Portal is a free service provided to law enforcement.

Thank you again and I look forward to hearing from you.

Ray

--

Raymond Pollum

Vice President of Neighborhood Sales

1523 26th St

Santa Monica, CA 90404

ray@ring.com

(949) 690-6979 Mobile

As seen on:

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Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Wed, Mar 13, 2019 at 3:23 PM Jake Malae <JMalae@santaclaraca.gov> wrote:

Hi Ray,

Thank you for the information at the CPCA conference. When you are in the South Bay again we would love to have you come present to our detective bureau, and discuss the benefits of your ring neighborhoods. Let me know what you think.

Best,

Jacob Malae

Sgt. Jacob Malae

Detective Sergeant

Investigations Division – Persons Crimes

Santa Clara Police Department

408.718.7783

Simrat Dhadli

Subject:	Invitation: Ring LE Portal Overview @ Wed Apr 3, 2019 10am - 10:50am (PDT) (jmalae@santaclaraca.gov)
Location:	Santa Clara Police Department, 601 El Camino Real, Santa Clara, CA 95050, USA
Start:	Wed 4/3/2019 10:00 AM
End:	Wed 4/3/2019 10:50 AM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	raymond.pollum@ring.com
Categories:	Red Category

more details »

Ring LE Portal Overview

When	Wed Apr 3, 2019 10am – 10:50am Pacific Time - Los Angeles
Where	Santa Clara Police Department, 601 El Camino Real, Santa Clara, CA 95050, USA (map)
Calendar	jmalae@santaclaraca.gov
Who	• raymond.pollum@ring.com - organizer • jmalae@santaclaraca.gov

Invitation open to anyone who might benefit from a better understanding on how Ring works with Law Enforcement to reduce crime in communities.

Presentation of the Ring Platform (devices and social sharing app) and the LE Portal (Law enforcement access to the platform) for viewing and commenting on shared video, engaging the community on crime and safety issues and requesting video specific to location, time and date.

In advance of the presentation, it is advised that attendees download the free "Neighbors by Ring" App (IOS and Android).

The presentation last approximately 45 to 60 minutes depending on Q & A.

Going (jmalae@santaclaraca.gov)? **Yes** - **Maybe** - **No** more options »

Invitation from Google Calendar

You are receiving this courtesy email at the account jmalae@santaclaraca.gov because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. Learn More.

Simrat Dhadli

Subject:	Invitation: Ring LE Portal Overview @ Wed Apr 3, 2019 10am - 10:50am (PDT) (jmalae@santaclaraca.gov)
Location:	Santa Clara Police Department, 601 El Camino Real, Santa Clara, CA 95050, USA
Start:	Wed 4/3/2019 10:00 AM
End:	Wed 4/3/2019 10:50 AM
Show Time As:	Tentative
Recurrence:	(none)
Organizer:	raymond.pollum@ring.com
Categories:	Red Category

more details »

Ring LE Portal Overview

When	Wed Apr 3, 2019 10am – 10:50am Pacific Time - Los Angeles
Where	Santa Clara Police Department, 601 El Camino Real, Santa Clara, CA 95050, USA (map)
Calendar	jmalae@santaclaraca.gov
Who	• raymond.pollum@ring.com - organizer • jmalae@santaclaraca.gov

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The presentation last approximately 45 to 60 minutes depending on Q & A.

Going (jmalae@santaclaraca.gov)? **Yes** - **Maybe** - **No** more options »

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Simrat Dhadli

From: Ring Events <events@ring.com>
Sent: Tuesday, March 19, 2019 2:15 PM
To: Mike Sellers
Subject: California Chiefs Conference Follow Up

Categories: Red Category

We enjoyed our time with you and your colleagues at the CPCA last week. The booth was a little busy, but hopefully you were able to spend some time with us to learn more about how Ring works with LE to keep communities safe.

With millions of Ring cameras across the country and millions of users on the app (identifying criminal activity and often those who commit it), your community is already engaged on this digital neighborhood watch platform.

The LE Portal is your "seat at the table" to access the platform. Portal lets you view and comment on posted video, alert the community of important activity and lets you request video from device owners that may have captured something helpful to an ongoing investigation. This incredibly powerful service is provided to law enforcement free of charge.

For more information please reach out to events@ring.com

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Friday, August 2, 2019 6:05 PM
To: Suzanne Silva
Subject: Re: User Emails

Categories: Red Category

Hi Suzanne,
I am sorry for the delay in getting you the tutorial videos. They were in the final stage of management review and a few changes were needed to be made prior to launch. The team is saying it is very close to being ready to be sent to our LE partners next week.

Again, my apologies for the delay and will send it ASAP.

Angela

On Tue, Jul 30, 2019 at 10:18 AM Angela Kang <angela@ring.com> wrote:

> I completely understand :) Other agencies have the same challenge which is why our Learning & Development team has been working to roll out the training videos asap. I will send them as soon as they are available next week. If the videos are not sufficient and you feel the staff would still benefit from a webinar, I'd be happy to do another one.
>
> Thank you,
>
> Angela Kang
> Partner Success Manager
> angela@ring.com
> 425-274-5987
>
> ---
>
> 1523 26th St.
> Santa Monica, CA 90404
> www.ring.com
>
> Download the Neighbors App.
> Join the new neighborhood watch.

On Mon, Jul 29, 2019 at 4:20 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

> Thank you, Angela, but unfortunately it's a challenge getting everyone in one location at the same time. We will wait.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Monday, July 29, 2019 4:01 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: User Emails

Hi Suzanne,

Due to the recent policy changes, we are no longer able to share our webinar recordings externally. However, we know there is a need for this and our Learning & Development team is rolling out training videos that can shared with our Law Enforcement partners for training purposes. This will go out sometime next week. If you'd like staff members to be trained sooner than that, I'd be more than happy to do another webinar or do a quick walk through of the portal over the phone for those that missed the training.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

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On Thu, Jul 25, 2019 at 7:14 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Thank you, Angela. I really appreciate it!

Sent from my iPhone

On Jul 25, 2019, at 5:19 PM, Angela Kang <angela@ring.com> wrote:

Hi Suzanne,

Everyone has been added to the Portal and should have received invitation emails to join Portal. I will send a welcome email to everyone shortly.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
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On Thu, Jul 25, 2019 at 2:57 PM Angela Kang <angela@ring.com> wrote:

Hi Suzanne,

I will send out the welcome email to all the users as soon as they are all added. As for the recording, I take full responsibility for telling you that we can record it and so I'm so I'm doing my best to convince them to make an exception on this one.

Angela

On Thu, Jul 25, 2019 at 2:45 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Thank you, Angela. I will send notification out to our staff that their username emails will be generated by the end of the week.

No problem about the recording. We understand if it does not comply with Ring policies.

<image001.jpg> **Suzanne Silva| Crime Analyst**

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Thursday, July 25, 2019 2:42 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: User Emails

Hi Suzanne,

All the users will be added before the end of the business day (before 5pm). Our ops guy is adding them as quickly as possible as we speak. I'll let you know on the recording as soon as I hear back from my manager on the latest policy.

Angela

On Thu, Jul 25, 2019 at 12:33 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

Hi Angela,

Please confirm that the user emails have gone out to everyone. Also, can we please get a copy of the recording?

Thanks.

<image001.jpg> **Suzanne Silva| Crime Analyst**

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050

408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

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Thank you,

Angela Kang

Partner Success Manager
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--

Thank you,

Angela Kang

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Thank you,

Angela Kang

Partner Success Manager
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Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Thursday, July 25, 2019 7:18 PM
To: Suzanne Silva
Subject: Re: User Emails

Categories: Red Category

Of course, thank you for your patience Suzanne!

Thank you,

Angela Kang
Partner Success Manager
angela@ring.com
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<image001.jpg> **Suzanne Silva| Crime Analyst**

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601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

From: Angela Kang <angela@ring.com>
Sent: Thursday, July 25, 2019 2:42 PM
To: Suzanne Silva <SSilva1@SantaClaraCA.gov>
Subject: Re: User Emails

Hi Suzanne,

All the users will be added before the end of the business day (before 5pm). Our ops guy is adding them as quickly as possible as we speak. I'll let you know on the recording as soon as I hear back from my manager on the latest policy.

Angela

On Thu, Jul 25, 2019 at 12:33 PM Suzanne Silva <SSilva1@santaclaraca.gov> wrote:

> Hi Angela,
>
> Please confirm that the user emails have gone out to everyone. Also, can we please get a copy of the recording?
>
> Thanks.

Suzanne Silva| Crime Analyst

Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937

Schedule: M (6:30-5:00); T-W (7:30-5:00); Th-F (7:30-4:00)

*** Please note that I am out of the office every*

other Friday

--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

--

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Simrat Dhadli

From: Angela Kang <angela@ring.com>
Sent: Thursday, July 25, 2019 5:29 PM
To: Dominic Sandoval;Mark Shimada;Dawn Marines;Tom Gratny;Mike Serna;Chris Pilger;Anthony Layton;Martin Sean Over;Robert Martinez;David Britton;Mike Garcia;John Fanucchi;Mark Bonenberger;Johnathan Pate;Scott Wilson;Kenia Pilger;Rogelio Gutierrez;Michael Carleton;David Machado;Alec Lange;Wali Aminyar;Nick Nguyen;Janice Sandoval;Stephanie Knight;Nicholas Cusimano;Stephen Selberg;Douglas Bell;Nathan Crescini;Thomas Nelson;Robert Gutierrez;Steven Ernst;James Sitler;Jamie Ellis;Rene-John Otico;Troy Cardin;Joshua Higgins;Paul Garces;Matthew Wurdinger;Joshua Craig;Peter Stephens;Eric Janssen;Bryan Williams;Christopher Gilmer;Adam Wilson;Douglas Gerbrandt;Mitchell Barry;Randy VanDiemen;Jerry Ogg;Jason D'Amico;Scott Tyler;John Terry;Andrew McGuire;Wesley Howard;Jason Koehler;Timothy Alford;Tom Liu;Scott Mead;Anthony Pianto;Nicole Vierra;Jordan Fachko;James Wright;Patrick Gacayan;Kevin Mead;Dustin Silva;Brian Swenson;Michael Sotelo;Jeremy Schmidt;Samuel Miceli;Kevin McColloch;Brian Daniels;Stephanie Smith;Jason Guzman;Nathalie Zavala;Harry Adjei;Kenneth Nagata;Stephen Stek;Scott Savage;Zachary Wicht;Michael Wonnell;Hilda Velasco;Raymond Boales;Maximilian Nielepko;Sean Cawley;Ronald Miranda;Arsalan Ahmed;Keith Busmire;Cody Diller;GeenaMarie Bonilla;Nicholas Schatz;Michael Mine;Cole Ghilarducci;William Velasco;Luis Telles;Cesar Rodriguez;Ryan Seto;Jenna Huffstutler;David Wasserman;Nevin Gaudreau;Ryan Anderson;Ty Tamone;D'Metrius Hopkins;Tyler Duran;Anthony Pomposo;Jeffrey Revay;Shaun MacKay;Adam Baker;William Lighthouse;Spencer Neft;Suzanne Silva
Subject: Welcome to Ring Portal - Santa Clara PD

Categories: Red Category

Hello,

Thank you for joining the Ring webinar yesterday. Below are some tips to get you started on Portal.
Create an Account - Everyone on this email should have received an invitation email.
**Please use Chrome or Firefox. Internet Explorer is not compatible.*

1. Check your inbox for an invitation email from no-reply@ring.com
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark https://nw.ring.com/ for quick, easy access to Neighbors Portal

*If you would like to receive email notifications whenever a resident posts a crime, you can assign yourself to the "Assigned Area" of the jurisdiction on your Profile settings.

References

1. Portal Resource Center - For instructions on submitting video requests and lega guidelines around submitting preservation request/subpoena/search warrant.

Law Enforcement Discount on Ring Devices

Get **$50 off*** (per device) on our doorbells, security cameras, and alarm system when you use discount code **NBSANTACLARA** on Ring.com and check out using your government email address.

*Discount excludes the $99 Video Doorbell Classic and is not applicable to bundles or accessories.

Ask Your Community to Join Neighbors. Portal grows in value with each resident that downloads the Neighbors app. Neighbors is a free app that anyone can download and use, whether they own a home surveillance system or not. They can download the app directly at https://download.ring.com/santaclara or by texting "**scca**" to 555888.

Lastly if you have a free moment, please click here to take a quick 2 minute survey on last week's training. Please let me know if you have any questions at all and feel free to reach out directly if you need anything!

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

1523 26th St.
Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Simrat Dhadli

From: Suzanne Silva
Sent: Wednesday, July 24, 2019 12:47 PM
To: Angela Kang
Subject: Updated User List
Attachments: Law Enforcement User List.xlsx

Hi Angela,

I have attached a revised user list. We are restricting posting access to our PIO, to comply with City standards.

The remaining staff will still have access to request video and message with citizens directly regarding a specific case.

Let me know if you have any questions!

Suzanne Silva| Crime Analyst
Santa Clara Police Department
Investigations Division
601 El Camino Real | Santa Clara, CA 95050
408.615.4841 | Fax: 408.243.6937
Schedule: M-Th (7:30-5:00); F (7:30-4:00)
*** Please note that I am out of the office every other Friday*

* Required Fields

*Rank/Title	*First	*Last	Email (Law Enforcement issued)	Phone	Permission Type
* Required Field	* Required Field	* Required Field	* Required Field		(User or Admin)
Captain	Wahid	Kazem	wkazem@santaclaraca.gov		User
Captain	Kurt	Clarke	kclarke@santaclaraca.gov		User
Captain	Dan	Moreno	dmoreno@santaclaraca.gov		User
Captain	Derek	Rush	drush@santaclaraca.gov		User
Lieutenant	Todd	Cummins	tcummins@santaclaraca.gov		User
Lieutenant	Alan	Wolf	awolf@santaclaraca.gov		User
Lieutenant	Greg	Hill	ghill@santaclaraca.gov		User
Lieutenant	Pat	Nikolai	pnikolai@santaclaraca.gov		User
Lieutenant	Luis	Martin	lmartin@santaclaraca.gov		User
Lieutenant	Saskia	Lagergren	slagergren@santaclaraca.gov		User
Lieutenant	Richard	Fitting	rfitting@santaclaraca.gov		User
Sergeant	Nicholas	Richards	nrichards@santaclaraca.gov		User
Sergeant	Kevin	Fraser	kfraser@santaclaraca.gov		User
Sergeant	Jacob	Malae	jmalae@santaclaraca.gov		User
Sergeant	Pablo	Lopez	plopez@santaclaraca.gov		User
~~Sergeant~~	~~Anthony~~	~~Parker~~	~~aparker@santaclaraca.gov~~		~~User~~
Sergeant	Frank	Saunders	fsaunders@santaclaraca.gov		User
Sergeant	Tyson	Shearer	tshearer@santaclaraca.gov		User
Sergeant	Alex	Torke	atorke@santaclaraca.gov		User
Sergeant	Mark	Barry	mbarry@santaclaraca.gov		User
Sergeant	Cuong	Phan	cphan@santaclaraca.gov		User
Sergeant	Michael	Crescini	mcrescini@santaclaraca.gov		User
Sergeant	Cory	Morgan	cmorgan@santaclaraca.gov		User
Sergeant	Jacob	Thompson	jathompson@santaclaraca.gov		User
Sergeant	Colin	Stewart	cstewart@santaclaraca.gov		User
Sergeant	Frank	Haag	fhaag@santaclaraca.gov		User
Sergeant	Aric	Enos	aenos@santaclaraca.gov		User

Sergeant	Travis	Niesen	tniesen@santaclaraca.gov		User
Sergeant	Loi	Filo	lfilo@santaclaraca.gov		User
Sergeant	Gregory	Deger	gdeger@santaclaraca.gov		User
Sergeant	Kyle	Cardin	kcardin@santaclaraca.gov		User
Sergeant	Eric	Lagergren	elagergren@santaclaraca.gov		User
Sergeant	Michael	Horn	mhorn@santaclaraca.gov		User
Sergeant	Patricia	Bowers	pbowers@santaclaraca.gov		User
Sergeant	Luke	Erickson	lerickson@santaclaraca.gov		User
Sergeant	William	Lutz	wlutz@santaclaraca.gov		User
Sergeant	David	Schneider	dschneider@santaclaraca.gov		User
Sergeant	Justin	Mead	jmead@santaclaraca.gov		User
Sergeant	Dominic	Sandoval	dsandoval@santaclaraca.gov		User
Officer	Mark	Shimada	mshimada@santaclaraca.gov		User
Officer	Dawn	Marines	dmarines@santaclaraca.gov		User
Officer	Thomas	Gratny	tgratny@santaclaraca.gov		User
Officer	Michael	Serna	mserna@santaclaraca.gov		User
Officer	Christopher	Pilger	cpilger@santaclaraca.gov		User
Officer	Anthony	Layton	alayton@santaclaraca.gov		User
Officer	Martin	Over	mover@santaclaraca.gov		User
Officer	Robert	Martinez	rmartinez@santaclaraca.gov		User
Officer	David	Britton	djbritton@santaclaraca.gov		User
Officer	Michael	Garcia	mgarcia@santaclaraca.gov		User
Officer	John	Fanucchi	jfanucchi@santaclaraca.gov		User
Officer	Mark	Bonenberger	mbonenberger@santaclaraca.gov		User
Detective	Johnathan	Pate	jpate@santaclaraca.gov		User
Officer	Scott	Wilson	swilson@santaclaraca.gov		User
Detective	Kenia	Pilger	kpilger@santaclaraca.gov		User
Officer	Roy	Gutierrez	rgutierrez@santaclaraca.gov		User
Officer	Michael	Carleton	mcarleton@santaclaraca.gov		User
Officer	David	Machado	dmachado@santaclaraca.gov		User
Officer	Alec	Lange	alange@santaclaraca.gov		User
Officer	Wali	Aminyar	waminyar@santaclaraca.gov		User
Officer	Nick	Nguyen	ninguyen@santaclaraca.gov		User
Detective	Janice	Sandoval	jsandoval@santaclaraca.gov		User

Officer	Stephanie	Knight	sknight@santaclaraca.gov	User
Officer	Nicholas	Cusimano	ncusimano@santaclaraca.gov	User
Officer	Stephen	Selberg	sselberg@santaclaraca.gov	User
Officer	Douglas	Bell	dbell@santaclaraca.gov	User
Officer	Nathan	Crescini	ncrescini@santaclaraca.gov	User
Officer	Thomas	Nelson	tnelson@santaclaraca.gov	User
Officer	Roberto	Gutierrez	rogutierrez@santaclaraca.gov	User
Detective	Steven	Ernst	sernst@santaclaraca.gov	User
Officer	James	Sitler	jsitler@santaclaraca.gov	User
Officer	Jamie	Ellis	jellis@santaclaraca.gov	User
Officer	Rene-Jene	Otico	rjotico@santaclaraca.gov	User
Officer	Troy	Cardin	tcardin@santaclaraca.gov	User
Officer	Joshua	Higgins	jhiggins@santaclaraca.gov	User
Detective	Paul	Garces	pgarces@santaclaraca.gov	User
Officer	Matthew	Wurdinger	mwurdinger@santaclaraca.gov	User
Officer	Joshua	Craig	jcraig@santaclaraca.gov	User
Officer	Peter	Stephens	pstephens@santaclaraca.gov	User
Officer	Eric	Janssen	ejanssen@santaclaraca.gov	User
Officer	Bryan	Williams	bwilliams@santaclaraca.gov	User
Officer	Christopher	Gilmer	cgilmer@santaclaraca.gov	User
Officer	Adam	Wilson	awilson@santaclaraca.gov	User
Officer	Douglas	Gerbrandt	dgerbrandt@santaclaraca.gov	User
Detective	Mitchell	Barry	mbarry2@santaclaraca.gov	User
Officer	Randy	Van Diemen	rvdiemen@santaclaraca.gov	User
Officer	Jerry	Ogg	jogg@santaclaraca.gov	User
Detective	Jason	D'Amico	jdamico@santaclaraca.gov	User
Officer	Scott	Tyler	styler@santaclaraca.gov	User
Detective	John	Terry	jterry@santaclaraca.gov	User
Officer	Andrew	McGuire	amcguire@santaclaraca.gov	User
Officer	Wesley	Howard	whoward@santaclaraca.gov	User
Officer	Jason	Koehler	jkoehler@santaclaraca.gov	User
Officer	Timothy	Alford	talford@santaclaraca.gov	User
Officer	Tom	Liu	tliu@santaclaraca.gov	User
Detective	Scott	Mead	smead@santaclaraca.gov	User

Officer	Anthony	Pianto	apianto@santaclaraca.gov	User
Officer	Nicole	Vierra	nvierra@santaclaraca.gov	User
Officer	Jordan	Fachko	jfachko@santaclaraca.gov	User
Detective	James	Wright	jwright@santaclaraca.gov	User
Officer	Patrick	Gacayan	pgacayan@santaclaraca.gov	User
Officer	Kevin	Mead	kmead@santaclaraca.gov	User
Officer	Dustin	Silva	dsilva@santaclaraca.gov	User
Officer	Brian	Swenson	bswenson@santaclaraca.gov	User
Officer	Michael	Sotelo	msotelo@santaclaraca.gov	User
Officer	Jeremy	Schmidt	jschmidt@santaclaraca.gov	User
Officer	Samuel	Miceli	smiceli@santaclaraca.gov	User
Officer	Kevin	McColloch	kmccolloch@santaclaraca.gov	User
Officer	Brian	Daniels	bdaniels@santaclaraca.gov	User
Officer	Stephanie	Smith	ssmith@santaclaraca.gov	User
Officer	Jason	Guzman	jguzman1@santaclaraca.gov	User
Officer	Nathalie	Zavala	nzavala@santaclaraca.gov	User
Officer	Harry	Adjei	hadjei@santaclaraca.gov	User
Officer	Kenneth	Nagata	knagata@santaclaraca.gov	User
Officer	Stephen	Stek	sstek@santaclaraca.gov	User
Officer	Scott	Savage	ssavage@santaclaraca.gov	User
Officer	Zachary	Wicht	zwicht@santaclaraca.gov	User
Officer	Michael	Wonnell	mwonnell@santaclaraca.gov	User
Officer	Hilda	Velasco	hvelasco@santaclaraca.gov	User
Officer	Raymond	Boales	rboales@santaclaraca.gov	User
Officer	Maximilian	Nielepko	mnielepko@santaclaraca.gov	User
Officer	Sean	Cawley	scawley@santaclaraca.gov	User
Officer	Ronald	Miranda	rmiranda@santaclaraca.gov	User
Officer	Arsalan	Ahmed	aahmed@santaclaraca.gov	User
Officer	Keith	Busmire	kbusmire@santaclaraca.gov	User
Officer	Cody	Diller	cdiller@santaclaraca.gov	User
Officer	GeenaMarie	Bonilla	gbonilla@santaclaraca.gov	User
Officer	Nicholas	Schatz	nschatz@santaclaraca.gov	User
Officer	Michael	Mine	mmine@santaclaraca.gov	User
Officer	Cole	Ghilarducci	cghilarducci@santaclaraca.gov	User

Officer	William	Velasco	wvelasco@santaclaraca.gov	User
Officer	Luis	Telles	ltelles@santaclaraca.gov	User
Officer	Cesar	Rodriguez	crodriguez@santaclaraca.gov	User
Officer	Ryan	Seto	rseto@santaclaraca.gov	User
Officer	Jenna	Huffstutler	jhuffstutler@santaclaraca.gov	User
Officer	David	Wasserman	dwasserman@santaclaraca.gov	User
Officer	Nevin	Gaudreau	ngaudreau@santaclaraca.gov	User
Officer	Ryan	Anderson	randerson@santaclaraca.gov	User
Officer	Ty	Tamone	ttamone@santaclaraca.gov	User
Officer	D'Metrius	Hopkins	dhopkins@santaclaraca.gov	User
Officer	Tyler	Duran	tduran@santaclaraca.gov	User
Officer	Anthony	Pomposo	apomposo@santaclaraca.gov	User
Officer	Jeffrey	Revay	jrevay@santaclaraca.gov	User
Officer	Shaun	MacKay	smackay@santaclaraca.gov	User
Officer	Adam	Baker	abaker@santaclaraca.gov	User
Officer	William	Lighthouse	wlighthouse@santaclaraca.gov	User
Officer	Spencer	Neft	sneft@santaclaraca.gov	User

Ability to Post Alerts	Ability to Send Video Request	Assigned Area
(Yes/No)	(Yes/No)	(Is this person assigned to a specific beat/area or the entire jurisdiction?)
No	No	
No	No	
No	No	
No	No	
Yes	No	
No	Yes	
No	No	
No	No	
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No	No	
No	Yes	
No	No	
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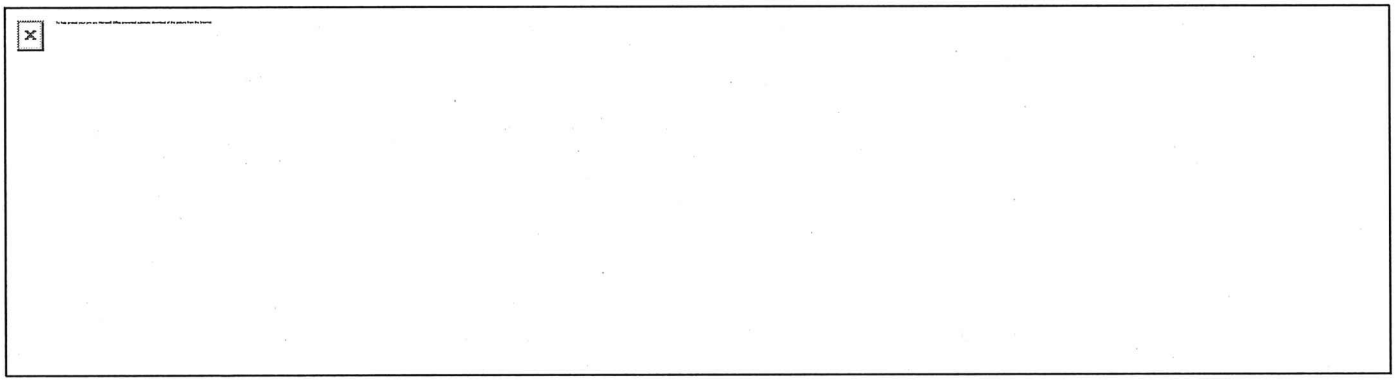
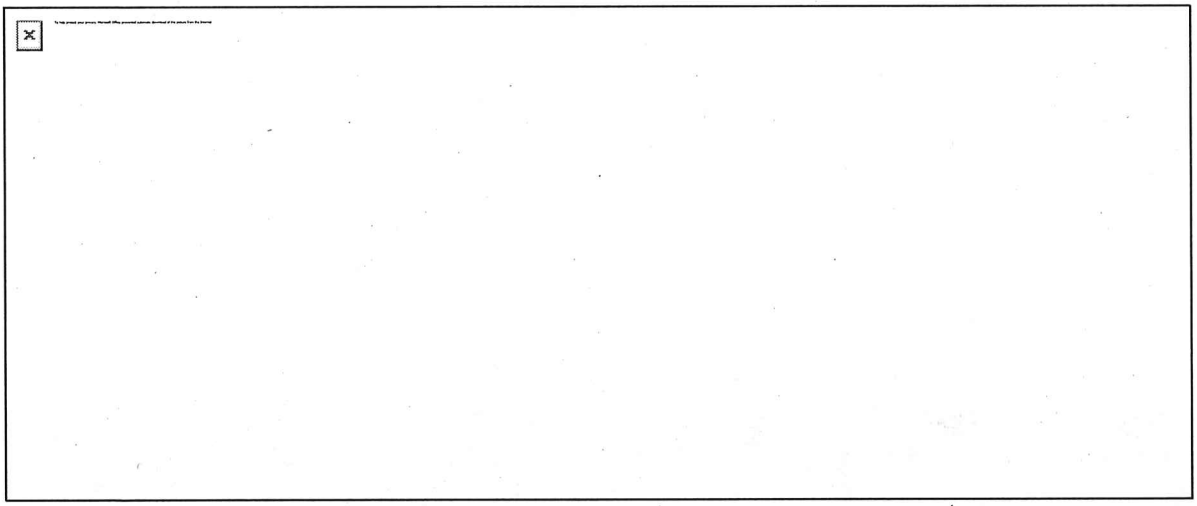
Simrat Dhadli

From: Ring Team <events@ring.com>
Sent: Wednesday, August 21, 2019 4:59 AM
To: Luis Martin
Subject: You're Invited to Ring's Party at IACP

Categories: Red Category



Shaquille O'Neal and Chief Inventor, Jamie Siminoff, are throwing a party at the House of Blues Chicago and you're invited.



Join us as we celebrate the efforts of our **Neighbors Portal** partners in

keeping neighborhoods safer. Enjoy an open bar, food, live music, and a special recognition ceremony.

Event Details

Sunday, October 27, 2019
House of Blues Chicago 329 N Dearborn Street, Chicago, IL 60654
Doors open at 8:00 PM
Recognition ceremony begins at 9:00 PM
Followed by live music by Howl2Go

This party is invitation only and an RSVP is required for entry.
Please be sure to register your guests as well.
All attendees must bring their conference badge for entry.
Firearms are strictly prohibited by the venue.

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Ring

Our mailing address is:

Ring

1523 26th St

Santa Monica, CA 90404-3507

Add us to your address book

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You can update your preferences or unsubscribe from this list.

Simrat Dhadli

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Wednesday, July 31, 2019 4:59 AM
To: Travis Niesen
Subject: Raise Awareness About Your Community Events

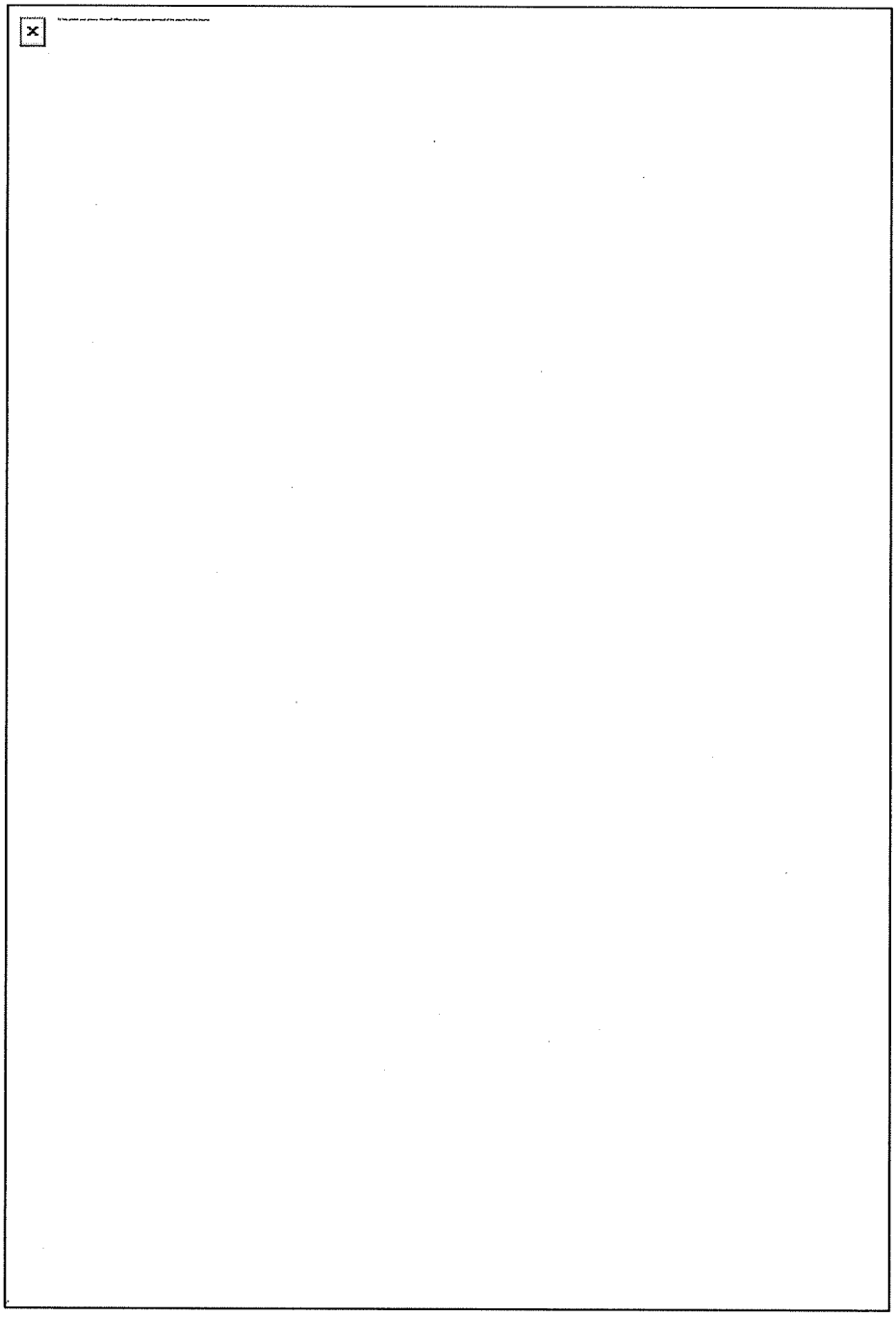
Categories: Red Category

Tell Your Community About Your Events

Neighbors Portal is a great tool you can use to raise awareness about local crime and safety events, especially National Night Out (NNO) coming up on Tuesday, August 6th. Posting about local events can help drive resident attendance and increase engagement with your community.

Keep your Post simple and local by including the date, time and location of your event to target users within that specific area.

Post About Your National Night Out



Sandy City Police Department - Post Example

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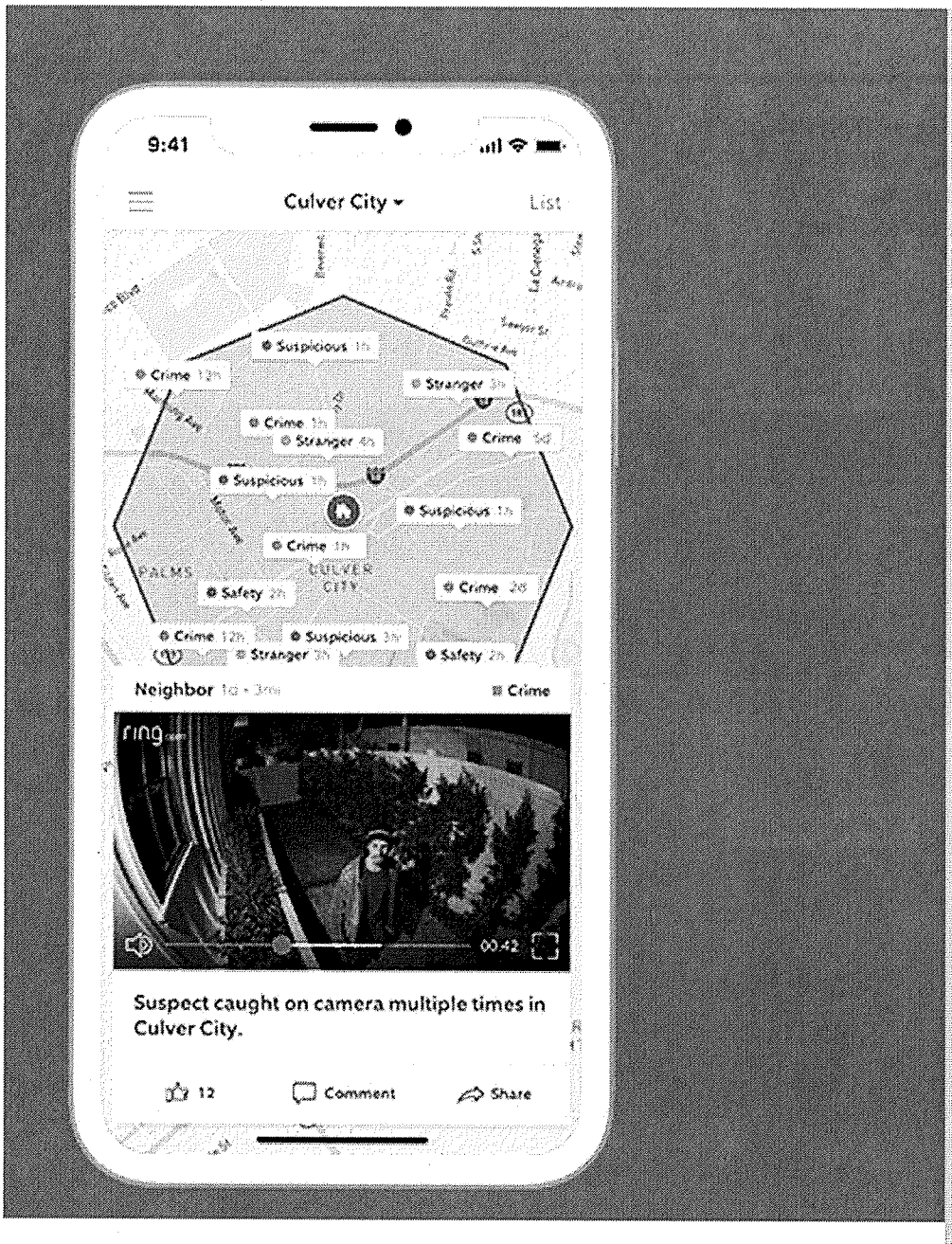
Our mailing address is:
1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Friday, June 7, 2019 8:13 PM
To: David Wasserman
Subject: Welcome to Neighbors

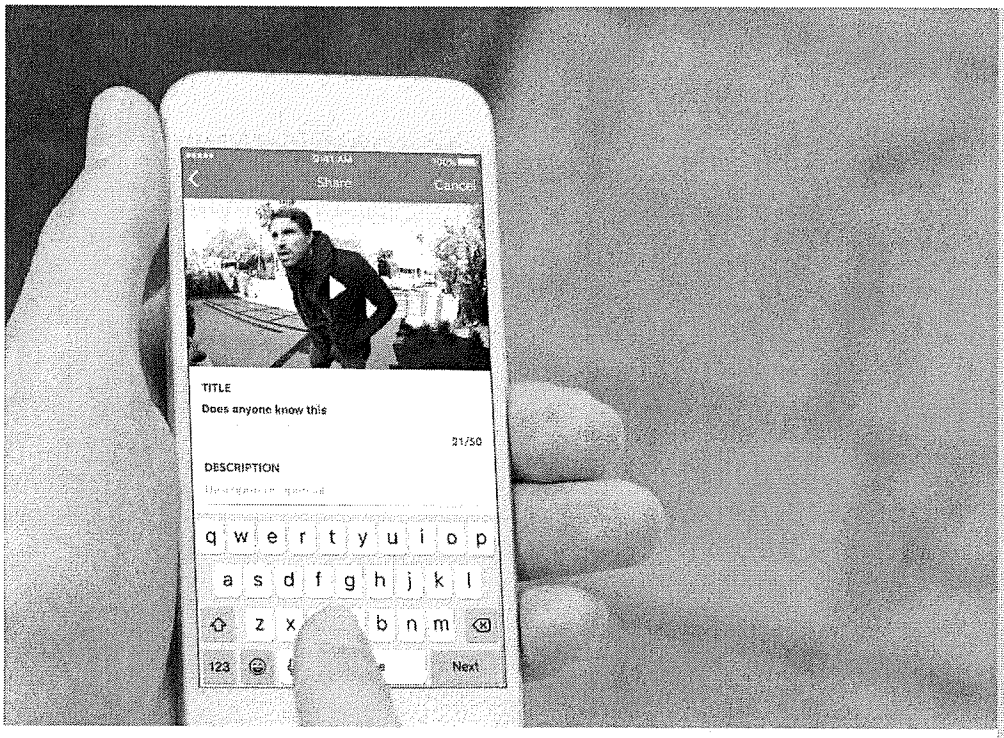
Categories: Red Category



et real-time crime and safety
alerts from your neighbors

s target neighborhoods, not individual homes. But with crime and safety alerts from your neighbors, you'll stay one step ahead of crime.

en you see something, share something



of Americans are already using Neighbors - now you
connected with your community and share alerts about
suspicious or criminal activity.

mmunity guidelines help ensure all Neighbors treat
each other with dignity and respect.

afer Neighborhoods start with Neighbors.
Welcome to the New Neighborhood Watch.

SEE MY NEIGHBORHOOD

✓ Resolved

The Power of Neighbors

v Neighbors came together in Dallas to stop package theft in their community.

Click here to unsubscribe from Neighbors emails

Email intended for dwasserman@santaclaraca.gov.

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Neighbors by Ring

Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, July 10, 2019 4:19 PM
To: Suzanne Silva
Subject: You've been invited to join Ring Neighbors Portal

Categories: Red Category

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Santa Clara Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Santa Clara Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.

Email intended for ssilva1@santaclaraca.gov.

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ring

Simrat Dhadli

From: Ring Neighbors Portal Team <noreply@ring.com>
Sent: Friday, July 19, 2019 8:36 PM
To: Jamie Ellis
Subject: Neighbors Portal Maintenance: Video Request

Categories: Red Category

ring Neighbors Portal

We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,
The Ring Neighbors Portal Team

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Our mailing address is:

1523 26th Street

Santa Monica, CA 90404

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You can update your preferences or unsubscribe from this list.

Simrat Dhadli

From: National Night Out <info=natw.org@mail93.suw111.mcdlv.net> on behalf of National Night Out <info@natw.org>
Sent: Thursday, June 7, 2018 10:00 AM
To: Christina Clay
Subject: Your Ring + NNO Kit

Categories: Red Category

Reserve Your Ring + NNO Kit

Ring is on a mission to reduce crime in neighborhoods. Together, with Ring and Neighbors like you, we can continue to make our communities safer for everyone.

Ring is happy to offer exclusive kits only available to registered National Night Out coordinators. Tap the button below and take advantage of this exclusive offer today!

Reserve it today

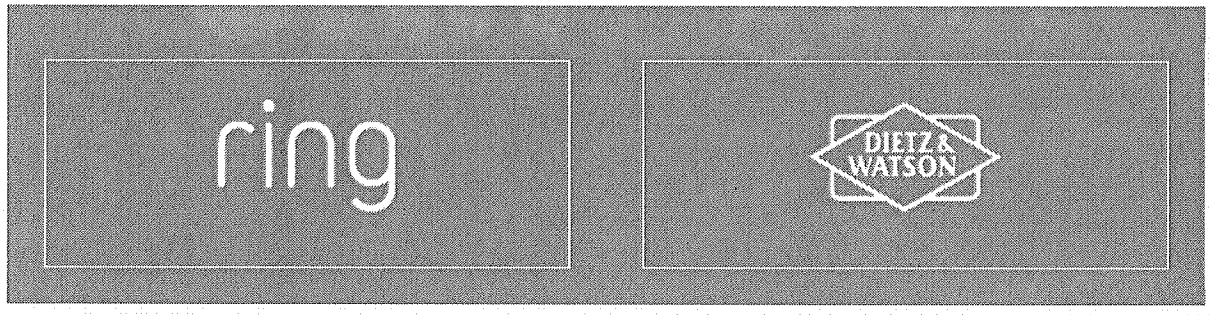
Questions? Get Answers.

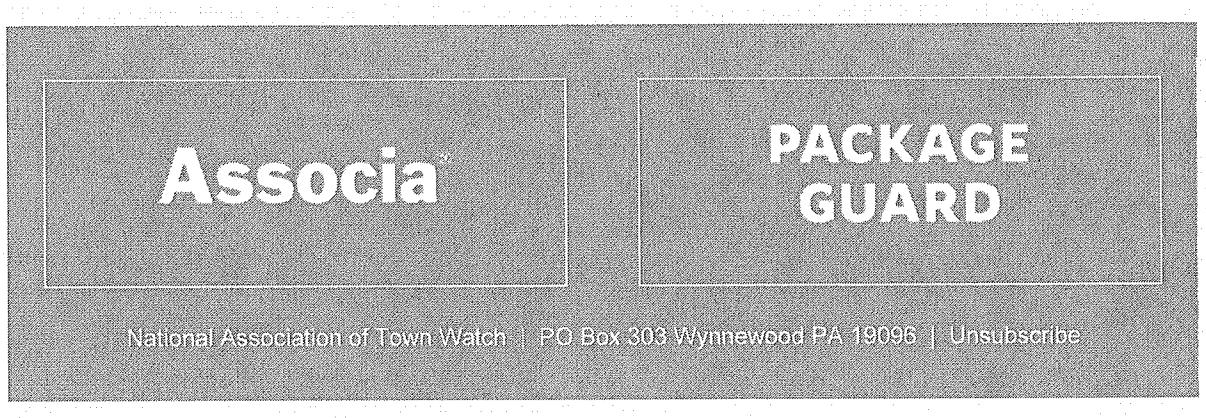
Contact us at nno@ring.com or call 855.688.7756 for more information.

Join the New Neighborhood Watch

Download the free Neighbors App by Ring to stay up-to-date on crime and safety alerts in your community. Go to the App Store or Google Play to join the New Neighborhood Watch.

Learn more




Associa
PACKAGE
GUARD
National Association of Town Watch | PO Box 303 Wynnewood PA 19096 | Unsubscribe

Simrat Dhadli

From: Suzanne Silva
Sent: Friday, June 28, 2019 1:21 PM
To: Cuong Phan; John Terry; Caroline Chen
Subject: Ring Neighborhood Application

Hi Everyone,

We are in the process of on-boarding the Ring Neighborhood application, and I would like to invite you to join me as the core group of users. I am trying to incorporate various divisions within the Department that would heavily use the application: evidence, investigations and neighborhood services.

Part of the preparation is a webinar introducing the portal, so we can become familiar with the layout and functions. I know that next week is fairly busy because of the holiday, so I was hoping we could schedule this 1-hour webinar for Wednesday, July 10th or Thursday, July 11th.

Can you please let me know if you are available either of these days, so I may respond to the Ring representative in a timely manner and reserve the Bureau conference room?

Thank you!

- Suzanne

Sent from my iPhone

Simrat Dhadli

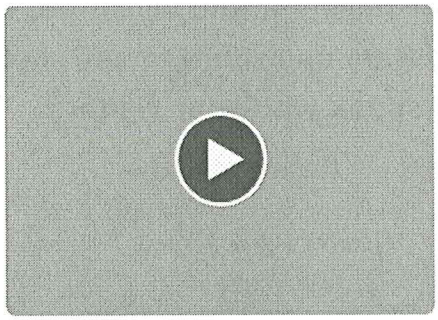
From: Ring Team <news@ring.com>
Sent: Wednesday, July 17, 2019 12:04 PM
To: Anthony Pomposo
Subject: Henry has shared a Ring Video with you

Categories: Red Category

ring

Customer Stories | Products

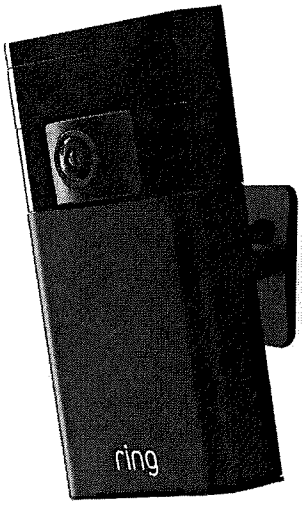
Henry has shared a Ring video with you!



"Check out this video that was captured by my Ring"

Watch Now

This video was captured by my Ring Stick Up Cam.



Weather-resistant and wire-free, mount Stick Up Cam anywhere to see, hear, and speak with your visitors.

Learn More >

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ring

Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Saturday, July 13, 2019 9:09 AM
To: Johnathan Pate
Subject: New Crime Alert: If they only knew...

Categories: Red Category

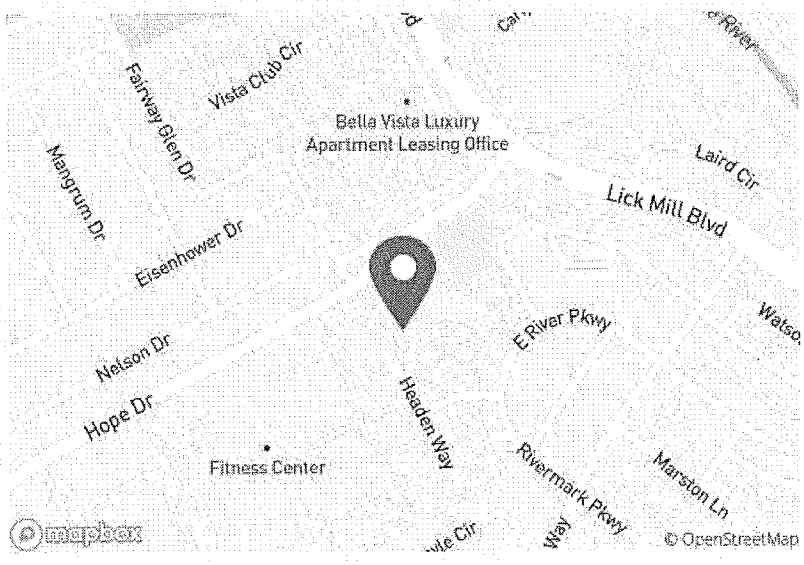
ring Neighbors Portal

If they only knew...

July 13, 2019

My truck was broken into on 7/8/2019 including damages, theft and vandalism. I just want to know who broke into my vehicle? I really would like my Wonder Woman car seat covers back also!! This person may live at RIVERTOWN APARTMENT or they are relatives of them. This is an ongoing issue here and has happened to me personally more than once while living here. Not acceptable!!

View Alert



Email intended for jpate@santaclaraca.gov

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ring

Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Friday, July 12, 2019 8:41 PM
To: Donna Cowan
Subject: New Crime Alert: Santa Clara University Housing - Speaker stolen

Categories: Red Category

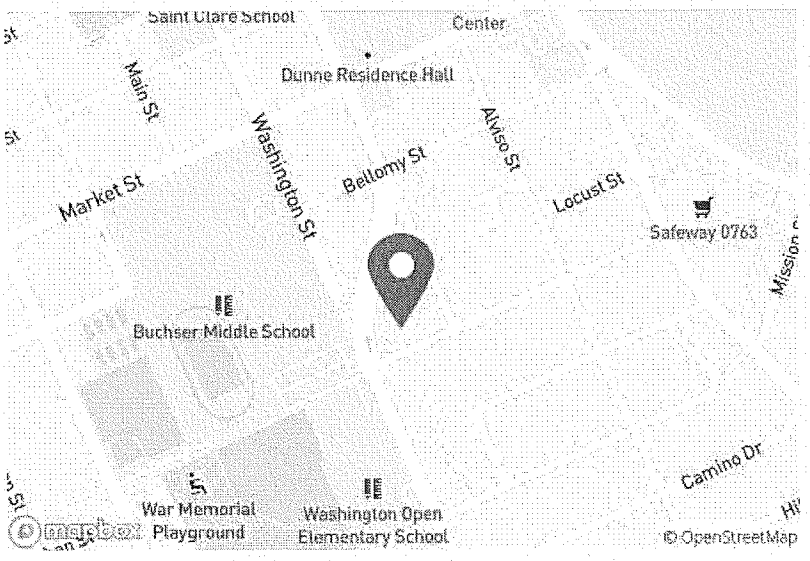
ring Neighbors Portal

Santa Clara University Housing - Speaker stolen

July 13, 2019

Has anyone captured any footage of a man matching the one caught in this footage? He has been seen coming to our backyard around 4-5am with a bag looking for cans. Any help is greatly appreciated. Stay safe!

View Alert



Email intended for dcowan@santaclaraca.gov

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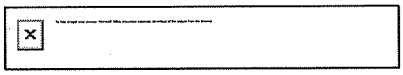
ring

Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Thursday, August 29, 2019 9:35 PM
To: Cesar Rodriguez
Subject: New Crime Alert: Packages stolen from the door

Categories: Red Category

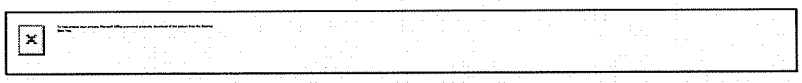


Packages stolen from the door

August 30, 2019

Someone stole my packages during the day today from the front of my door. It is a gated community with locked doors. Shocking.

View Alert



Email intended for crodriguez@santaclaraca.gov

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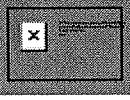
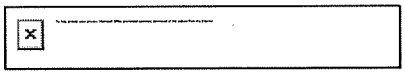


Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 7, 2019 4:35 PM
To: Jamie Ellis
Subject: New Crime Alert: Someone got in the closed garage

Categories: Red Category



Someone got in the closed garage

August 7, 2019

Someone got inside of the closed garages and stole a few items

View Alert

Email intended for jellis@santaclaraca.gov

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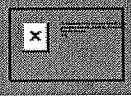
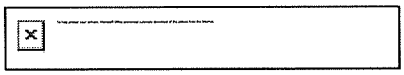


Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Saturday, August 3, 2019 8:41 AM
To: David Wasserman
Subject: New Crime Alert: Thief steal package and shoes.

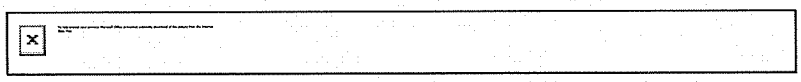
Categories: Red Category



Thief steal package and shoes.

August 3, 2019

View Alert



Email intended for dwasserman@santaclaraca.gov

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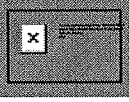
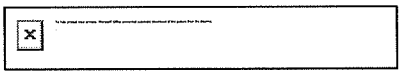


Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Friday, August 2, 2019 12:33 PM
To: Anthony Pomposo
Subject: New Crime Alert: 2 Stolen Packages

Categories: Red Category

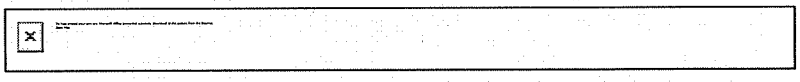


2 Stolen Packages

August 2, 2019

Packages stolen in broad daylight! 2 teenage boys. Let me know if anyone has information.

View Alert



Email intended for apomposo@santaclaraca.gov

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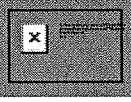
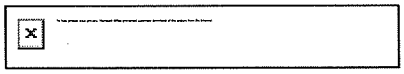


Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Saturday, August 3, 2019 8:41 AM
To: David Wasserman
Subject: New Crime Alert: Thief steal package and shoes.

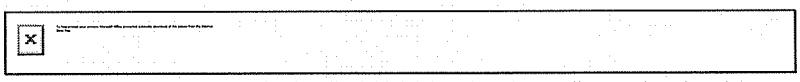
Categories: Red Category



Thief steal package and shoes.

August 3, 2019

View Alert



Email intended for dwasserman@santaclaraca.gov

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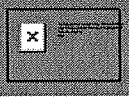
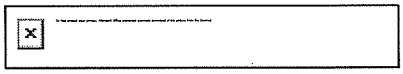


Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Friday, August 2, 2019 12:33 PM
To: Anthony Pomposo
Subject: New Crime Alert: 2 Stolen Packages

Categories: Red Category

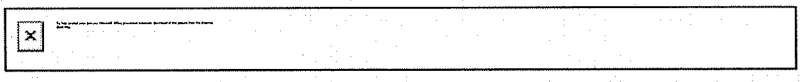


2 Stolen Packages

August 2, 2019

Packages stolen in broad daylight! 2 teenage boys. Let me know if anyone has information.

View Alert



Email intended for apomposo@santaclaraca.gov

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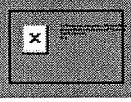
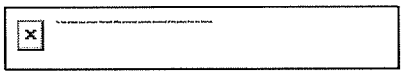


Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Thursday, August 1, 2019 6:53 PM
To: Nicholas Schatz
Subject: New Crime Alert: Package thief in Rivermark

Categories: Red Category



Package thief in Rivermark

August 2, 2019

Seems to have an accomplice sitting in the car

View Alert

Email intended for nschatz@santaclaraca.gov

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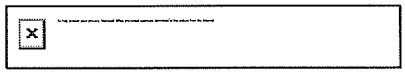
Simrat Dhadli

From: Ring Team <no-reply@ring.com>
Sent: Sunday, July 28, 2019 3:12 PM
To: D'Metrius Hopkins
Subject: New Crime Alert: Stealing amazon packages

Categories: Red Category



Stealing amazon packages

July 28, 2019

Watch out for this guy who steals packages and that white car.

View Alert

Email intended for dhopkins@santaclaraca.gov

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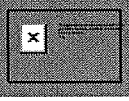
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